

SEMINAR OUTLINE:

IT CONTRACT MANAGEMENT AND VENDOR MANAGEMENT

OBJECTIVES: To provide an introduction to Contract Management and Vendor Management disciplines as applicable to IT products and services, as may be required to:

- ♦ Develop a high-level charter and plan
- ♦ Identify and assess core practices and gaps
- ♦ Develop and implement new and improved practices
- ♦ Identify benefits, support business case
- ♦ Support RFX for products and services
- ♦ Validate and demonstrate effectiveness

AGENDA:

- ♦ Introduction
 - What and Why?
 - Core Accountabilities
 - Common Drivers
 - Scope and Priorities
 - Metrics and KPIs
- ♦ Core Functional Components
 - Policies
 - Lifecycle
 - Functions/Processes/Activities
 - Data
 - Technology
 - Organization
- ♦ Best Practices
- ♦ Contract Negotiations
- ♦ *Optional Exercise: Contract Assessment*
- ♦ Appendix:
 - Governance and Functional Accountabilities
 - Representative Best Practices
 - Industry Regulations of Relevance to ITAM
 - ITAM and ITIL/CMDB

ABOUT THE INSTRUCTOR:

Sherry Irwin, founder and President of *Technology Asset Management Inc.*, has over 25 years of experience in IT asset management and is recognized as a pioneer and expert in this maturing discipline. In addition to her consulting practice, Sherry also developed and conducts a series of workshops and seminars including ITAM strategy and program development, software asset and license management, and contract and vendor management.

Prior to forming TAM in 1995, Sherry was a management consultant with Gartner Group Canada.

Through TAM Inc., she was also a Giga Expert, providing software asset/license management advice to Giga's clients.

Sherry is also the founder and chair of the *Canadian IT Asset Management Users' Group*.

Seminar content subject to change. For more details or to register, contact