Effective Negotiation and Management of
IT Contracts

Why you should attend:

By attending this programme you will:
- Understand the essential legal background for IT contracts
- Learn how to appreciate terms and conditions of contracts
- Gain a better understanding of IT contracts and how to deal with vendors
- Make better deals with IT goods and service suppliers
- Understand the tendering process
- Learn techniques to evaluate tenders
- Develop a grounding in practical negotiation skills
- Gain the confidence and skills to manage the ongoing contract

**This course is
ITIL compliant**

Every delegate receives "**SLA
Framework"**
CD- ROM Including:
- SLA Handbook
- SLA & OLA Examples
- SLA Checklists…and much more
Normal retail price: US$ 395

Dear IT Specialist,

Today, IT costs often exceed company profits and frequently represent the largest capital spending category in an organization. Yet survey after survey shows IT spend could be more productive and more cost-effective.

Especially in the current economic climate. IT professionals are under considerable pressure to ensure that IT costs are kept in check or reduced – and it all comes down to effective IT procurement. This workshop is a step by step guide to helping you design and implement more effective IT procurement into your organisation.

Effective Negotiation and Management of IT Contracts is an innovative two-day seminar covering the practical, contractual, tendering and negotiating aspects of buying IT and computing goods and services – and of managing the ongoing contractual relationship to ensure you get the quality of service you paid for.

I look forward to welcoming you personally to this extremely informative **IT Contracts** seminar in 20-21 May 2009, at the ********** Hotel, Kuala Lumpur

Yours sincerely

Andrew Hiles
Workshop Leader

Who Should Attend This Highly Beneficial Event?
These innovative programmes have been specially designed for:
- IT Managers
- Computing Centre Managers
- Data Centre Managers
- Systems Managers
- Computer Services Managers
- Operations Managers
- Communications Managers
- Network Managers
- User Support Managers
- Operations Managers

- Sales and Services Managers
- MIS Managers
- Information Centre Managers
- Business Consultants
- Users Support Staff
- Contract Managers and Administrators
- Technical Support Staff
- Help Desk and Service Desk Managers
- Procurement professionals.

All Users and Customers of IT and Telecommunications services wishing to optimise the value of services they receive from their service provider (Hi-tech Service Vendors, ISPs, ASPs, ISVs, NSPs, Software Vendors, Hardware Vendors, Application Integrators).

IT Managers new to the purchasing and negotiation of IT services.

Purchasing, sales/marketing managers, supervisors and staff taking up such appointments for the first time.

It will also be of benefit to those who have had little formal training in purchasing and negotiation and wish to consolidate their experience.

Effective Negotiation and Management of IT Contracts

Course Introduction:
A two-day intensive and interactive course for managers who need to negotiate contracts, terms and discounts, or manage contracts with outside suppliers of IT goods and services. Sessions covering the buying, negotiating and managing of IT contracts will include: the contractual relationship, tendering, negotiation and managing suppliers.

Day One

Introduction And Seminar Objectives

The Legal Background; Standards; Contracts
- 'Buyer beware'
- Relevant contract law
- Warranties and guarantees
- Quality standards
- Whose terms and conditions?
- Model and standard conditions

Why, What And How
- The contractual relationship
- What should be covered - key and ancillary aspects
- Principles of law
- Essential clauses
- Potential "War Zones"- how to avoid conflict, handling disputes
- Security aspects
- Contract termination

Tendering, Response And Supplier Evaluation
- Preparing to tender - the essential steps
- Hardware, software, maintenance, support and consultancy - buying issues
- What suppliers need to know
- Specifying requirements
- Performance and throughput criteria
- How to evaluate suppliers
- The invitation to tender
- Analysing supplier response and supplier capabilities

Case Study: The Supplier Perspective
- What are the ingredients of a successful tender?
- How customer and supplier can both win
- Creating an effective relationship
- Building in futures

Day Two

Negotiating Better Terms
- Lower specifications
- Long term contracts
- Turnover discount
- Settlement terms
- Retentions
- Fixed price contracts
- Cost plus contracts
- Call-Off and 'Just-In-Time'
- Pricing structures
- Hidden cost 'extras'

Tactics And Behaviour In Negotiation
- The alternative to negotiated agreement
- Creating a win/win situation
- Game plays and counter-moves
- Negotiating traps and escapes
- Power in negotiation – using it
- Conflict and influence

- Structure and phases of a negotiation
- Strategy and tactics
- Establishing credibility
- Presenting the case
- The art of listening
- Salespersons' vulnerable spots

Managing Supplier Performance
- Organisation for management
- The transition
- Role of the contact manager and the service management team
- Service Level Agreements
- Service quality: targets and key measurements
- Problem escalation

How Suppliers Charge
- Charging choices
- Working out costs
- How suppliers cost
- The bill - cost components
- Holding price hikes

Meet Your Expert Seminar Leader:

Andrew Hiles, BA, FBCI, MBCS, is a Director of Kingswell International – an international consultancy specialising in delivering service and managing business risk. He has helped hi-tech, financial transport and government bodies to develop and enhance customer support and service desk functions and has supported both customers and suppliers in Service Level Agreements, Market Testing, Outsourcing and Facilities Management.

Andrew has had IT negotiating responsibility for purchasing and sales spanning some 25 years. He is a Fellow of the Business Continuity Institute and a Member of the British Computer Society. Andrew was Founder-Chairman of the influential European Information Market (EURIM) group which supports the UK Parliament's All-Party EURIM Group in handling European legislation. His books on Service Level Management, Help Desk Management and Business Continuity are published by Rothstein Inc. He contributed to Croner's Guide to IT Purchasing. His software package, "SLA FRAMEWORK", has been purchased by leading international companies.

Andrew is a published writer and international speaker on service management. He presented at Cranfield, Henley, Ashbridge and GEC Management Colleges and at numerous workshops and conferences in Europe, USA, South America, Africa, the Middle East, China, India, Hong Kong, the Philippines, New Zealand and Australia.