London TDM

Information Technology and Digital Transformation Training Courses

Course Venue: United Kingdom - London

Course Date: From 31 May 2026 To 04 June 2026

Course Place: London Paddington

Course Fees: 7,500 USD

Introduction

This 5-day professional course on "IT Vendor and Outsourcing Management" is designed to equip individuals with the essential skills and knowledge required to effectively manage IT vendor relationships and outsourcing contracts. Through a series of focused modules, participants will learn best practices, negotiation techniques, risk management strategies, and performance evaluation methods to ensure successful vendor and outsourcing engagements.

- Understand the fundamentals of IT vendor management and outsourcing.
- Learn strategies for effective vendor selection and negotiation.
- Develop skills for managing vendor performance and mitigating risks.
- Gain insights into legal and contractual considerations in outsourcing.
- Enhance the ability to align vendor capabilities with organizational goals.

Course Outlines

Day 1: Introduction to IT Vendor and Outsourcing Management

- Overview of vendor management and outsourcing landscape.
- Key benefits and challenges of outsourcing IT services.
- Understanding different types of vendors and service providers.
- Roles and responsibilities of a vendor manager.
- Identifying strategic sourcing opportunities.

Day 2: Vendor Selection and Evaluation

- Criteria for selecting the right vendors and partners.
- Developing effective RFPs and RFIs.
- Conducting vendor assessments and due diligence.
- Analyzing cost versus value in vendor selection.
- Establishing evaluation metrics and KPI frameworks.

Day 3: Negotiation and Contract Management

- Core principles of negotiation in vendor management.
- Crafting win-win contract terms and conditions.
- Understanding SLAs and performance guarantees.
- Legal and compliance considerations in outsourcing agreements.
- Managing contract amendments and renewals.

Day 4: Managing Vendor Relationships and Performance

- Building strong and collaborative vendor relationships.
- Monitoring vendor performance and service delivery.
- Handling vendor disputes and conflict resolution.
- Ensuring continuous improvement and innovation from vendors.
- Developing exit strategies for underperforming vendors.

Day 5: Risk Management and Future Trends

- Identifying and mitigating risks in IT outsourcing.
- Security and data privacy considerations.
- Future trends in IT vendor and outsourcing management.
- Leveraging technology and automation in vendor management.
- Case studies and real-world applications.