

IT Vendor Management Best Practices

Air Date: June 16, 2006

Presented By:



Julie
Giera
Vice
President
Forrester

Research, Inc.

Description

This presentation will address best practices for: creating an IT vendor management team, building organizational and reporting structures, developing a charter and budget, and managing recruiting/staffing requirements for an effective organization. We will also discuss measuring and marketing your vendor management organization, the importance of software tools — such as contract and service management, the challenges of multivendor environments, and using portfolio management techniques to drive added value from your IT supplier relationships.

Agenda

- The state of IT vendor management.
- Best practices for establishing, organizing, and managing an effective IT vendor management organization.
- Case studies and examples of world-class VM teams.
- Using technology to your advantage: tools for the vendor management organization.

Vendors mentioned:: A.T. Kearney, Computer Associates, CMSI, Digital Fuel, EDS, Emptoris, HP, IBM, I-Many, Ketera, newScale, Nextance, Oblicore, Proxima, Tivoli, and Upside.

Related Research

[Are Barbarians At The Gates Of Outsourcing?](#)

[Building The Vendor Management Function](#)

[Contract Management In An Outsourcing Deal](#)

[GM's Well-Honed Outsourcer Management Practices](#)

[Outsourcing Trends To Watch In 2006](#)

[The State Of Vendor Management And Sourcing](#)