

Implementing Good and Best Practices For

IT Infrastructure Management Contracts And Service Level Agreements

Helping Get the Best Deal For Your Organization

5 Day Training Program

- ✓ Understanding the Contract Conditions
- ✓ Drafting Enforceable Contracts
- ✓ Administering the Contracts
- ✓ Incorporating QA, Service Levels, Security, IP...

A 5 Day Training Program

Program Overview

Increasing IT Infrastructure Management is being outsourced to Professional Contractors. Outsourcers have include Telecom, Health Care, Financial, Airlines, Manufacturers and Government. We will discuss Outsourcing Case Studies and Business Models.

This programs intends to provide you an in-depth understanding of the IT Infrastructure Outsourcing Project from Proposals, Prequalification, Tendering, Conditions of Contract, Service Level Requirements, Quality Planning Requirements, Maintaining Security for Business Continuity and Intellectual Property aspects.

The Emphasis in this program is towards developing protecting your operational and strategic objectives on IT Infrastructure Contracts.

PROGRAM CONTENT

1. Understanding the IT Infrastructure Outsourcing Business Model
2. Industry Standards
3. Usual Contract Conditions
4. Interpretation & Administration of the Conditions of Contract
5. Unenforceable Conditions
6. Performance Guarantees
7. Service Quality
 1. Quality Assurance System
 2. Quality Planning
 3. Monitoring & Measurement
 4. Auditing
8. Long Term Contracts
9. Handling IT Security Issues
10. Intellectual Property Issues and their Management
11. IT Hardware Management Outsourcing Process
12. Dispute Resolution and Additional Costs/Claims Management
13. Performance Evaluation
14. Capturing knowledge from Customer Interactions
 1. Customer Formal & Informal Feedback
 2. Improvement opportunities information
15. Workshop: Your Post program Action Plan.

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16. Setting up Early warning system to Provide Decision Support Data

Program Outcomes and Takeaways

Euro Training is in the business of providing practically useful training programs.

Programs that -

1. Help the participant implement systems in his organization
2. Help the participant gain *multi-discipline* understanding of the issues related to IT Infrastructure Management Contracts And Service Level Agreements so that he can incorporate the needs and expectations of all stakeholders and all his customers, in his improvement proposals and actions
3. Help build a knowledge framework in which job related experience can be caught and remembered as his experience

Benefits to Organization

Sending participant/s to this program will benefit the organization in the following ways-

1. Quickly make the participants competent, effective and productive on their job. Useful especially for
 1. Training new employees
 2. Competency building in existing employees transferred to a new assignment
 3. Training prior to a new project or initiative planned in the organization
2. Help the employee do his job well by developing competencies related to-
 1. Relevant technical knowledge and skills
 2. Organizations' strategic objectives
 3. Needs and expectations of the stakeholders/customers (internal and external)
 4. Good management practices

5. Identifying opportunities to exceed stakeholder/customer expectations

3. Create a pool of trained manpower that can cost-effectively disseminate the knowledge to a large number of employees inside the organization. This is made possible by Euro Training's unique, easy to understand and easy to use methodology, based on *checklist and quality assurance* approaches.
4. Euro Training instructors often act as mentors for the participants. It's the most effective way to ensure effective competency development and the subsequent application of those competencies on the job, by your motivated staff. We do have consultants available across Americas, Europe, Asia and Africa (Please inquire about our post program mentoring plans).

Individual Career Benefits for Participants

1. You gain a multi-discipline understanding of the issues. That means, when you make proposals or decisions on your job, you will keep in mind the needs and expectations of ALL the stakeholders/customers (internal and external).
2. Understanding and acting with understanding of the needs and expectations of your stakeholders/customers is known to enhance *job satisfaction* and reduce Monday morning blues.
3. As one of your stakeholders/customers is Executive Management, the program ensures that you know the strategic imperatives that drive the organization's efforts in your relevant job area.

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This Program is Intended for...

Those new to the field take away a good multi-discipline understanding of the issues involved in their work. It helps them in becoming productive quickly and in building a knowledge framework that will help them identify, understand, classify and remember on the job learning and experiences.

More experienced participants take away an individualized action plan as mentioned in the previous sections.

Implementation Teams: This program can be used to train implementation teams...

1. when a new project or initiative is being started in your organization
2. when a new strategic focus is being initiated
3. just prior to a consultant being hired to advise the organization

Each participant will take away a memorable and potentially life changing experience from the program.

No limitations are being placed on who can attend. If you are interested in the program outcomes and takeaways, or feel you can benefit from the organizational and personal benefits mentioned above, you are welcome to register for this program. Program instructors have the knowledge, experience and access to resources required to customize the program to the specific job related needs of each program group.

Registration Recommendations

Team Nominations: This program aims to ensure the participants have their individualized improvement plan at the end of the program. So, foreseeing the effort involved, anticipating resistance and implementation requirements, it is recommended that the organization nominate **at least two participants together** (three will be more desirable) for this program.

It is anticipated that these 2 or more participants will work together as a team or provide mutual support in order to implement the action plan.

Single nominations will also be accepted for the program. Single nominations are typically used to -

1. Develop personnel skills in critical skills and methodologies covered in this program.
2. Train individuals for leadership roles in business units or departments. This program will help the participant coach and lead his team in these critical skills and methodologies. (The program typically does not cover coaching skills but provides the related technical understanding in an easy to communicate manner).

For Latest Program Schedule Email

inm6705@EuroTraining.com

www.eurotraining.com/bro/inm6705.php

REGISTRATION INFORMATION

1. To register: Please send us an official letter confirming registration (on organizational letterhead or Authorized Email).
2. Program Fee is
 - o USD \$5,500 per participant and includes Course Materials, Certificate, Refreshments and Lunch. (Fee at London, Paris and Kula Lumpur is \$6,050 per participant)
3. Accommodation & Taxes/VAT (if applicable) is not included in Program fee. Special rates will be available at venue hotel for the participants.
4. Special discount of 10% is offered for participants who pay their fees at least 45 days before start of the program.
5. Refund will not be considered where the participant cancels his registration less than 3 weeks before start of the program. Alternate nominations will be allowed anytime before program start.
6. All participants are required to fill in Participant Information form - on first day of the program. Each program Undergoes Customization to Better Meet Participant Present and Future Career Needs. Please be prepared to let the Instructor/s know about your organization's Special Needs, Interests or Initiatives.
7. It is always useful for participants to bring their existing problems or case studies, work-process flow charts or job related problems for discussion - consideration will be at sole discretion of the program director/s.
8. Provisional Registration: You can make a provisional registration by sending us an email – an official registration request can be made within 2 weeks. This will ensure we will reserve a seat. All provisional registrations automatically cancel 2 weeks before program start.
9. Please note: No Live Voice Requests for Registration or Provisional Registrations.

REGISTRATION FORM

Program:	IT Infrastructure Management Contracts & SLA's Training Program (INM6705)
Location Where Attending:	
Program Dates:	
Whether Participant will Consider Alternate date if one requested is not available:	
Participant Name Prefix: Mr/Ms/Mrs	
Participant Name:	
Participant Job Title:	
Participant Department & Section:	
Participant Employer/ Company:	
Participant's Present Job Responsibilities:	
Participant Email Address:	
Participant Mobile Number:	
Sponsored by:	
Sponsoring Company:	
Job Title of Sponsoring Authority:	
Name of Sponsoring Authority:	
Email of Sponsoring Authority:	
Fax of Sponsoring Authority:	
Telephone Nos. of Sponsoring Authority:	
Web Site of Sponsoring Company:	
Invoice Reference:	
Invoicing Address:	