In an era of increased outsourcing and continued deployment of information and communication technologies, firms are realizing the importance, volume, and complexity of contractual agreements involving these information technologies (IT). However, they tend to view IT contracts as being similar to the traditional contracts for materials, supplies, construction, defense services, etc. Consequently, IT contract management even today continues to focus on compliance and to reduce costs. More importantly, they fail to understand the unique differences between IT contracts and the traditional contracts. Thus many a firm’s contracting process is fragmented and ad-hoc while value addition is given a low priority leading to poor contract visibility, ineffective monitoring, and inadequate analysis of contract performance. But smart organizations are taking a more holistic Enterprise Contract Management (ECM) approach that covers the entire contract life cycle, all the way to contract closure, such that a contract is able to accommodate changing market conditions, risks associated with demand and supply uncertainties, while still permitting appropriate reviews in relation to the vision and capabilities of the firm.

This course aims to expose the participants to a variety of concepts, tools, and approaches while building capabilities for meeting the challenges that emerge throughout contract life cycle of IT projects, products, and services. This would be done through industry examples, case study discussions, and practical problem-solving exercises.

**Programme Benefits**

- Learn about different types of Contracts
- Understand the different stages of contract life cycle
- Know how to define SLAs for IT Services
- Understand the factors which influence pricing of SLAs
- Gain awareness of the risks involved in IT Contracts and Outsourcing
- Understand what it takes to implement Enterprise Contract Management Systems
- Understand Contract Compliance and Monitoring Issues
PROGRAMME OUTLINE

CHALLENGES AND ONGOING DEMANDS ON CONTRACT MANAGEMENT

- Benefit drivers for Excellence
- Analyze, Envision, Design, Implement methodology
- Pain Points, Process Enhancement, Results

NEGOTIATING IT CONTRACTS

- Negotiating up front what happens if the contract is breached
- Deal-oriented negotiation VS Implementation-oriented negotiation
- Contingent agreements in IT Contracts

ASSESSMENT OF SECURITY IN IT CONTRACTS

- Security Life Cycle
- Technology trends that introduce new vulnerabilities
- Security Checklist

OUTSOURCING CONTRACTS

- Hidden Costs
- Organizational design to maximize flexibility and control
- Assessing the operational and structural risks
- Governance in Outsourcing Contracts
- IT Governance and Contracts

IT CONTRACTS AND RISK MANAGEMENT

- Balancing Enterprise risks and rewards
- Definition and Formulation of SLAs
- Pricing of SLAs
- Enterprise Contract management

Lead Faculty

Sushil Chatterji is Director & Principal Consultant of Edutech Enterprises, a specialist advisory consulting and training company. Sushil has been providing consulting and training services in Europe and the South East Asian region over the last 10 years. His primary areas of engagement are in Business Governance of IT, and Enterprise Architecture for Business Transformation. He is concurrently partner of ICT Control in Brussels which is a consortium of specialists. In this affiliation, he is responsible for the Enterprise Architecture and Value Governance practice areas.

Sushil holds a Masters degree in Business Management, professional certification in the Governance of Enterprise IT (CGEIT), and is a Certified Enterprise Architect (CEA) from Carnegie Mellon University’s Institute of Software Research, as well as certified in TOGAF which is a framework for Enterprise Architecture.

Having more than 25 years’ experience in the IT industry with IBM, the Singapore National Computer Board, and META Group, Sushil works independently and together with associates to provide learning, facilitation and strategy deployment services to assist organisations in integrating process, knowledge, technology and change approaches for improving business and organisational performance. A strong proponent of Governance of IT, and Enterprise Architecture for Business Transformation, Sushil advises, coaches, trains and mentors using best practices, frameworks and process-improvement methodologies.

Besides providing advisory consulting services to clients, he conducts training at the Solvay Brussels School of Economics and Management (a leading business school in Europe which is part of Université Libre de Bruxelles, and an affiliate of the IT Governance Institute) for the ISACA CGEIT certification (Certified in the Governance of Enterprise IT), and IT Management courses. Sushil is also an accredited trainer with ISACA on the CobiT Foundation, and the IT Governance implementation courses. He is a member of the ISO Work Group that has established and is continuing to develop global ICT Governance standards – ISO/IEC 38500 – as subject matter expert. He is also the author the official 2010 CGEIT Review Manual.