

NICF - IT Contract and Vendor Management

For Whom
IT Analysts, Procurement
Managers, Software
Engineers, Business Process
Managers

Duration
3 days

Venue
STMI@NUS
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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 acquisition phase of the contract 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

CHALLENGES AND ONGOING DEMANDS ON CONTRACT MANAGEMENT

- Bene fit 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

Course Leader



Mr. Ng Tiong Gee

Tiong Gee is currently the Senior Vice President for Technology of Resorts World Sentosa, which he joined in 2013. He was the Chief Information Officer as well as the Chief Human Resource Officer of United Test and Assembly Center Ltd from 2008 to 2013, before he joined Resorts World Sentosa.

Prior to that, Tiong Gee was with STATS ChipPAC in 2001 and was its Senior Vice President of Human Resources and Chief Information Officer until 2008. Between 1988 and 1992, he held various key engineering positions at Digital Equipment Singapore, now part of Hewlett-Packard. He then went on to work at Siemens Microelectronics Asia Pacific Pte Ltd (now known as Infineon Technologies Asia Pacific) for over six years where he last served as Director of Information Systems and Services.

From 1999 to 2001, he was the Chief Information Officer of Gateway Incorporated, heading the company's IT activities in Asia Pacific.

Tiong Gee is also currently the lead independent director of Pacific Radiance Ltd and is the Chairman of its Nomination Committee and a member of its Remuneration Committee. He graduated with a Bachelor of Mechanical Engineering with Honours from the National University of Singapore and holds a Master of Business Administration from Nanyang Technological University of Singapore. He has also attended the Advanced Management Program in Harvard Business School.

Tiong Gee was appointed Director in GYP on 6 August 2007 and re-elected on 26 July 2013. He is the Chairman of the Remuneration Committee and a member of the Nominations Committee.