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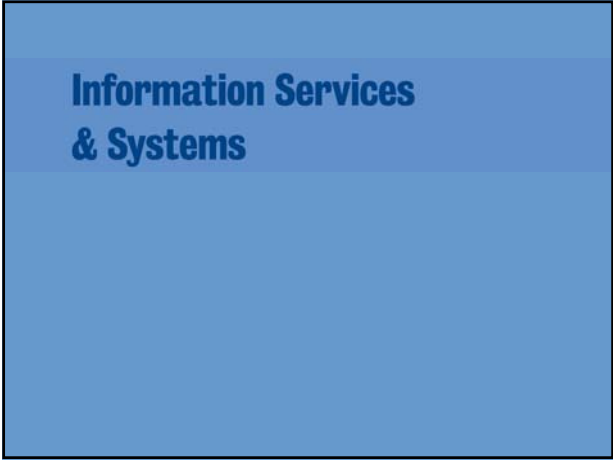
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Information Services & Systems



Partnering with third parties and vendor management

Lucy Burrow  
Head of IT Policy & Process  
lucy.burrow@kcl.ac.uk

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The slide features a blue header with the text "Information Services & Systems". Below the header is a photograph of an office environment with several people working at computers. The main content area is white and contains the text "Partnering with third parties and vendor management", followed by the name "Lucy Burrow", her title "Head of IT Policy & Process", and her email address "lucy.burrow@kcl.ac.uk". A small number "3" is located in the bottom right corner of the slide.

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Information Services & Systems

### Starting point at KCL

- Some vendor relationships
- Requirement to achieve VFM & optimisation
- FACTORS
  - High number of relationships/contracts
  - Aged contracts
  - Corporate memory

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Information Services & Systems



### ITS Vendor Management Strategy

*ensuring relationships form strategic partnerships & that value for money is achieved*

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Information Services & Systems

### Executive Summary

- Building & maintaining high quality VM capability to maximise benefits & expertise
- Proactive contract management
- Obtaining what was agreed in the contract & achieving VFM
- Achieving continuous performance improvement

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Information Services & Systems

**Key areas for development:**

- Consistent approach
- Priority 'business critical' contracts
- Risk management fed into SLAs
- Procedure re: poor vendor performance
- Focus on continuous improvement

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Information Services & Systems

**More areas for development**

- Recognition of interdependencies between contracts/vendors and systems
- Focus on relationship management and change management
- Identify roles & responsibilities
- Develop annual roadmap

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Information Services & Systems

**4 key aspects of vendor management**

- Service Delivery Management
- Continuous Improvement
- Relationship Management
- Contract Administration

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Information Services & Systems

### Benefits

<b>For the organisation</b>	<b>For vendors</b>
<ul style="list-style-type: none"><li>• Improved value for money</li><li>• Goods/services supplied in line with contract</li><li>• Reduced risk of poor service delivery</li><li>• Continuous improvement in vendor service &amp; quality</li><li>• Objective data on vendor performance</li></ul>	<ul style="list-style-type: none"><li>• More cooperative customer/provider relationships</li><li>• Increased understanding of Colleges (&amp; HEI's) needs, requirements &amp; expectations.</li><li>• Opportunity to benefit financially if contract incentivised</li><li>• Opportunity for future business/references</li></ul>

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Information Services & Systems

### Evaluating the level of VM required

- What is the risk profile of the contract?
- What is the complexity?
- VM approach must be considered during procurement/project strategy

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Information Services & Systems

### Business Critical Contract Indicators

- Key business functions significantly impacted by the failure of the contract
- Contract supplies essential goods/services to another business critical contract
- High overall risk assessment (likelihood & impact of risk materialising)

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Information Services & Systems

ITS definition of a 'business critical' contract

- Significant amount of contractor staff resource
- Users directly affected
- Quantitative/subjective measurement of V. performance required
- Relatively long duration (3-5 years)
- Relatively high value >£40,000

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Information Services & Systems

Building VM Capability

- Strong IT/contract negotiation
- Service availability & contract management
- Good contractual knowledge & understanding of the responsibilities of college, vendor & other parties
- Empowered to manage

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Information Services & Systems

More VM capability

- Pro-active in problem identification
- Maintenance of accurate records of dealing with vendors
- Market scanning & awareness
- Benchmarking & comparing performance

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Information Services  
& Systems

Quick wins

- Align payment with financial year
- Clarify budgeting obligations
- Establish vendor meeting schedule
- VM Library
- Contract risk review

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