

Managing IT Suppliers

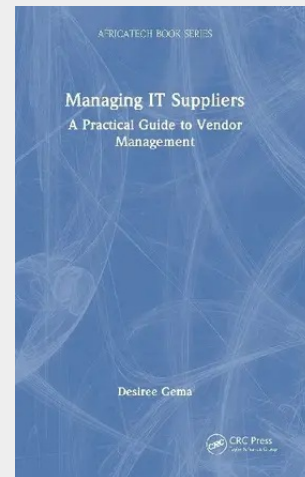
A Practical Guide to Vendor Management

This book offers practical, actionable guidance for effectively managing IT suppliers. The opening chapters establish a strong foundation by exploring the essentials of vendor selection and the core principles of successful negotiation. Building on this groundwork, later sections tackle advanced topics that include crafting detailed SLAs, monitoring supplier performance, and mitigating risks. Each chapter is structured to equip readers with the tools and insights needed to seamlessly integrate these concepts into their daily operations. Packed with strategies and best practices, the book empowers readers to navigate the complexities of IT supplier management with skill and confidence. Features:

- Addresses critical elements of supplier relationship management to assist supply chain professionals in improving supplier interaction.
- Includes basic considerations for laws and standards that need to be referenced when drafting contracts with IT suppliers.
- Discusses data laws for the African continent as a whole.
- Covers building strategic partnerships, including traditional Western partnerships, and building partnerships in the African continent, the Middle East, and Asia.
- Explores guidelines on why and how to implement different aspects of supplier management.

This book is aimed at graduate students in IT and management as well as those involved in the contract management life cycle, including supplier managers, IT managers, procurement officers, business unit leaders, executives, and legal advisors.

The book offers practical guidelines for managing IT suppliers. The initial chapters explore the fundamentals of vendor selection and the principles of effective negotiation. Subsequent sections explore advanced topics such as drafting comprehensive SLAs, performance monitoring, and risk mitigation.



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