



After the contract is signed...

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IT Supplier Management Best Practices:
Delivering Performance

Supply Management Capabilities

- Performance Management
- Relationship Management
- Financial Management
- Contract Management

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IT Supplier Management Best Practices:
Delivering Performance

Top 10 Supply Management Practices

1. Strategy
2. Service Provider Integration
3. Performance Management processes
4. Benchmarking
5. Guiding principles for future decision-making
6. Competition
7. CIO priority
8. Sourcing process
9. Flexible agreements
10. Strong relationships w/ Service Providers

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Delivering Performance