



Institute for Development and Research in Banking Technology

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Programme on Vendor Management, March 26 – 28, 2012 at IDRBT, Hyderabad.

We are glad to announce a Programme on Vendor Management, March 26 – 28, 2012. We give below the summary of the programme. We appreciate your active participation in making your technologies more reliable.

Introduction:

Majority of banks outsource some aspect of their IT services. Outsourcing IT services enables banks to concentrate on their core competencies. Proper outsourcing requires understanding of the process of vendor management. This is not episodic interaction with a supplier. Vendor management is about developing long term valuable relationships. This requires architecting, engaging and governing the vendor relationship.

In today's context multiple vendors have to be managed to run a bank. Potential benefits and risks in outsourcing have to be understood and contract terms have to be carefully drawn up. The scope of services and the satisfaction levels have to be well specified and it should include roles and responsibilities, policies and procedures and pricing of services. Once the contract is signed, effective communication between the parties has to be maintained for achieving performance and process improvements. Monitoring, reporting, and optimizing enterprise performance data must be available to improve the cost and quality of customer experience. Finally the vendor relationship should be periodically evaluated using performance metrics and must track all the contracts where the vendor is involved in.

Objective:

This two-day programme attempts to train bankers in the Vendor Management process in the context of IT outsourcing.

Contents:

- Theories relating to IT Outsourcing
- Outsourcing Decisions and Decision Making Framework
- The Outsourcing Partnership
- Planning and Contracting – Contracts and Service Level Agreements
- Performance Evaluation using Metrics
- IT Outsourcing Risks and Mitigation
- Case Studies

Participants' Profile:

IT Managers in Banks and Financial Institutions, who have the responsibility to manage outsourced IT in Banks / Financial Institutions.

End Use:

Completely understand the outsourcing lifecycle and become able to manage IT Vendor relationships.

Faculty:

Faculty of IDRBT, Guest Speakers from the Industry & Practitioners.

Fee & Nomination:

The fee for the programme is Rs.15,000/- + Service Tax 10.3% = Rs. 16,545/- (Sixteen Thousand Five Hundred and Forty Five only) per participant. It includes boarding, lodging, training, course material, kit, and other infrastructure overheads. The Programme will commence at 9.30 am on the first day and conclude by 5.30 pm on all the days.

Nominations accompanied by a Demand Draft drawn in favour of "IDRBT", payable at **Hyderabad**, India, may be sent before March 19, 2012 (email: program@idrbt.ac.in; Fax: 040-2353 8080/2353 5157).

Please provide the following information for the nominations from your Bank/Organization.

- 1) Name of the Official :
- 2) Bank :
- 3) Designation :
- 4) Official Postal Address :
- 5) Mobile /Phone No. :
- 6) Email address :

Please depute suitable officials from your bank / organization for this programme.

Please inform the nominees of the landmark to locate IDRBT, i.e., Behind NMDC.

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