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IT Infrastructure Management Contracts

28 July - 8 August 2024

Casablanca (Morocco)

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Program Overview

In this program you will learn about...
 Increasing IT Infrastructure Management is being outsourced to Professional Companies in this field. Outsourcers have include Telecom, Health Care, Financial, Airlines, Manufacturers and Government. We will discuss Case Studies and Business Models. This programs intends to provide you an in-depth understanding of the the IT Infrastructure Outsourcing Project from Proposals, Prequalification, Tendering, Conditions of Contract, Service Level Requirements, Quality Planning Requirements, Maintaining Security for Business Continuity and Intellectual Property aspects.
 Program discusses in detail the Contract Conditions, Performance Guarantees, Service Quality, Long Term Contract Provisions, Quality Planning, Intellectual Property Management, Contract Administration, Performance Measurement and Lessons Learnt.. Program objectives include how to capture the customer interaction feedback and improvement opportunities information even where we have outsources the work.
 This program can help save your organizations hundreds of thousands of Dollars that would otherwise be lost in your organization through inadequate contracts.

Program Content

(Each program is customized to meet the specific job related needs of the participant group. All the following topics will be covered and others.. Please feel free to suggest additional topics to the Program Director/s)

1. The IT Infrastructure Management Opportunity
2. Good Management Practices
3. Strategic Focus
4. Best Practices
5. Customer Focus
6. Business Processes discussed in detail...
    1. Strategic Goals
    2. Management Goals
    3. Infrastructure Planning
    4. Resource Management
    5. Service Management
    6. Security
    7. Intellectual Property
    8. Customer Experience
    9. Feedback
    10. Continual Improvement
    11. Outsourcing
7. Program Recommendations
8. Preparing your Action Plan