Garnet
Garnet Global Training Center

GGT-IT-132

Information Technology & Software

IT Vendor & Contract Management

إدارة موردي وعقود تقنية المعلومات

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (management)**

Overview

IT Vendor & Contract Management helps participants move from doing the work to managing it, with planning tools, control methods and reporting that management trusts. Infrastructure, service management and software delivery skills for IT teams. It runs as a 5-day or 10-day program in English or Arabic, in classrooms in Dubai, Riyadh, Cairo, London, Istanbul and other cities, or live online, and can be delivered in-house.

What you will be able to do

- Set up and run IT Vendor & Contract Management as a managed process with clear roles.
- Control risk, quality and compliance in this area.
- Lead improvement projects and measure their benefit.
- Report clearly to senior management and stakeholders.
- Manage contractors, suppliers and internal customers.

Who should attend

IT managers, system administrators, developers and service desk leads. It suits supervisors, section heads and specialists who manage, or are about to manage, this area.

Key topics

- Architecture and infrastructure
- Service management processes
- Security by design
- Cloud and DevOps practices
- IT governance and budgeting
- Hands-on labs

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

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Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 IT Vendor & Contract Management: the management framework

- Security by design
- Measurement and reporting

Day 2 Planning, resources and budgets

- Cloud and DevOps practices
- IT governance and budgeting

Day 3 Performance measurement and control

- Hands-on labs
- Hands-on workshop on a workplace challenge

Day 4 Risk, compliance and improvement

- Architecture and infrastructure
- Common mistakes and how to avoid them

Day 5 Management case study and action plan

- Service management processes
- Regional and international case studies

10-day outline

Day 1 IT Vendor & Contract Management: the management framework

- Security by design
- Measurement and reporting

Day 2 Planning, resources and budgets

- Cloud and DevOps practices
- IT governance and budgeting

Day 3 Performance measurement and control

- Hands-on labs
- Hands-on workshop on a workplace challenge

Day 4 Risk, compliance and improvement

- Architecture and infrastructure
- Common mistakes and how to avoid them

Day 5 Management case study and action plan

- Service management processes
- Regional and international case studies

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Checklists and templates to take away

Day 7 Digital tools, data and automation

- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice

- Global performance benchmarks
- Group discussion and peer review

Day 9 Capstone project

- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates

- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
18–22 Jan 2027	5-day online	Live online	English	2,950
3–7 May 2027	5-day classroom	Dubai	Arabic	4,750
5–16 Sep 2027	10-day classroom	Kuwait City	English	8,950
14–18 Nov 2027	5-day classroom	Riyadh	English	4,750
10–21 Jan 2028	10-day online	Live online	English	5,450
16–27 Jul 2028	10-day classroom	Muscat	Arabic	8,950
8–12 Oct 2028	5-day classroom	Jeddah	Arabic	4,750
20–24 Nov 2028	5-day classroom	Amsterdam	English	4,750
7–11 Jan 2029	5-day classroom	Riyadh	Arabic	4,750

Dates	Format	City	Language	Fee (USD)
7–11 May 2029	5-day online	Live online	Arabic	2,950
18–29 Jun 2029	10-day classroom	Vienna	English	8,950
17–21 Sep 2029	5-day classroom	London	English	4,750
4–15 Feb 2030	10-day online	Live online	English	5,450
21–25 Jul 2030	5-day classroom	Riyadh	Arabic	4,750
12–23 Aug 2030	10-day classroom	Abu Dhabi	English	8,950
13–17 Oct 2030	5-day classroom	Jeddah	Arabic	4,750

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/