

# IT Contracts and IT Expense Management (Including Cloud Expense Management)

# Agenda

- Intro
- What's Good About TEM is Good for All of IT
- IT and Cloud Expense Management Basics
- IT Contract Specifics
- Wrap Up, Questions and Answers

# What's Good About TEM is Good for All of IT

- Strong inventory management with all elements linked
  - *As listed in the TEMIA standards, but more than that, frankly*
- Analytics
- Actionable Data
- Strong Customer-Centric Vendor Relationship Management
  - *Billing*
  - *Inventory*
  - *Knowledge of the marketplace*
  - *Contracts*
  - *Service Level Management*

# What's Good About TEM is Good for All of IT

- A complete and optimized inventory as a baseline
  - *With real-time (or at least regular) updates*
- Vendor management
- An understanding of the contracts terms, conditions and pricing
- Usage and License Management
- Streamline of MACD
- Budgeting & Forecasting (and Reporting in general)
- A true understanding of what is used and why it is being used

# IT and Cloud Expense Management Basics

- eBilling
- Services Inventory, linked together
  - *Hardware (and maintenance)*
  - *Software*
  - *Contracts*
  - *Ticketing & MACD*
- Usage and License Management
  - *Optimization*
  - *Various tool sets are available*
- Contract Rates (and “off the shelf” rates)
- Billing and Financial Reporting

# IT Contract Specifics

- IMHO the focus should be vendor management
  - Simple things like payment terms, renewal clauses, termination for cause and convenience, SOW compliance and task definitions
  - But also understanding things like LOL and Indemnification
  - *Things that most lawyers get conceptually and procurement does NOT understand, and needs our help*
- Partnering with business to understand WHAT each IT service, software and outsourcing deal are to supposed to deliver
- The contract should “tell the story”, forget about WHEREAS and THEREFORE, use English and ensure it makes sense
- And then, your Contracts module should ALSO tell the story
  - *Term specifics, renewals, credits and pricing, any relevant dates in an SOW, etc.*

Thank you from ICOMM

Q&A