

BCS Supplier Management

ITIL® is recognised internationally as the best practice approach to IT Service Management (ITSM) aligning the provision of IT Services with the needs of the business. It is used globally by thousands of organisations throughout the private and public sectors to improve the way in which they implement and manage IT Services.

The ITIL qualification scheme also recognises other certifications which add value to ITIL best practices and its own certification portfolio. These certifications are recognised under the ITIL Complementary Qualifications Scheme. Such certifications are given a credit value which successful delegates can add to the credits gained from other ITIL certifications and use towards their ITIL Expert Level qualification.

The BCS Specialist Certificate in Supplier Management provides a comprehensive understanding of the principles required and practical experience of using industry best practices in the identification, selection, contracting, monitoring, reporting, and managing of suppliers.

Benefits to the individual

- Recognised professional qualification
- Understand the application of BCS Supplier Management principles that contribute to industry best practice
- Understand the BCS Supplier Management processes and how they may be used to enhance the quality of IT service support within an organisation

Benefits to the business

- The adoption and application of proven best practice processes results in improved IT services and increased productivity throughout the business
- Through the production and correct interpretation of Supplier Management reports, suppliers and their performance can be better managed leading to increased productivity
- Better supplier management leads to increased efficiency and reduced costs

Audience

Project managers, business managers and business process owners

Those who require a working knowledge of the industry best practice used in supplier management and how it can be used to improve the quality of ITSM within an organisation

Those who are required to deliver or improve supplier management within an on-going Service Improvement Programme

Course duration

This is a three day course. The exam is taken on the third day.

Pre-requisites

Delegates must hold the ITIL Foundation Certificate and should also have:

A minimum of one year's experience in an IT Service Management environment

Responsibility for the delivery and maintenance of a specific service management process

Several years' experience in a specialist service management



Course outline

The objectives of this course are:

- To enable delegates to apply industry best practices in their working environment
- To develop and improve the customer and business focus of Supplier Management
- For delegates to be able to manage suppliers through all stages of the supplier lifecycle, from identification of requirement, through to exit strategy
- Assist with the planning and implementation of Supplier Management

The course is conducted through interactive group study using practical examples and activities. Delegates will also sit a mock exam.

Over the three day course, the following topics are covered:

Course content

- Introduction
- Supplier Management processes. Supplier Management concepts and principles
- The how - ITIL and its application to Supplier Management
- A generic Supplier Management process
- The what – the requirements of the ISO/IEC 20000 standard
- Tools, methods and techniques
- Supplier Management roles and responsibilities – SFIA and ITIL. Skills Framework for the Information Age (SFIA) and its use with defining Supplier Management roles
- ITIL and its use in defining Supplier Management roles
- Control, measurement and reporting activities. COBIT® and its application to Supplier Management
- The preparation of Supplier Management reports for dissemination
- Analysis of supplier performance statistics and trends. The analysis of supplier performance statistics and reports, identifying trends
- Interfaces and dependencies
- Planning, improvement and implementation

Exam details

The 90 minute exam consists of 25 multiple choice questions. The questions are based on a number of scenarios and the pass mark is 16/25 or 64%. This is a closed book exam i.e. entrants may not refer to any course materials or their own notes.