WHAT

The Foundations Program consists of five 90-minute live, instructor-led sessions scheduled at mutually agreed upon days and times. Sessions are conducted using MS Teams for up to 10 named participants from a single company. Attendees receive copies of all session presentation materials.

WHO

This program benefits:

- **Telecom, Mobility & Cloud / IT Management Leaders** accountable for strategy and performance.
- **IT Finance Leaders and Professionals** accountable and responsible for financial control.
- **Sourcing & Procurement Leaders and Professionals** accountable and responsible vendor and supplier lifecycle management.
- **Telecom, Mobility & Cloud / IT Operations Professionals** responsible for technology management operations.

Invite members of your team responsible and accountable for these technology management practices:

- **Asset Management** – The practice of identifying and tracking telecom, mobility, and IT assets including endpoint devices and infrastructure related to a communications network environment and Associating assets with assigned users and cost elements.
- **Auditing** – The practice of validating financial, logical, and physical accuracy of the telecom, mobility, and IT environment and resolving exceptions.
- **Budgeting & Forecasting** – The practice of financial planning, budget justification, and budget performance monitoring representing the total cost of ownership.
- **Business Analysis** – The practice of analyzing and interpreting network and business data for root cause analysis and business intelligence investigation.
- **Change Control** – The practice of controlling technical, financial, and operational business change.
- **Contract Management** – The practice of tracking and managing the lifecycle of all telecom, mobility, and IT contracts.
- **Exception Management** – The practice of defining and resolving technical, financial, and operational exceptions and restoring exceptions to the desired and optimal performance state.
- **Invoice Processing** – The practice of processing paper and electronic billing media, validating invoice accuracy, performing cost allocations, securing payment approvals, generating payment files, remitting payment funds, and reconciling payment records.
- **License Management** – The practice of tracking and maintaining telecom, mobility, and IT licenses.
- **Order Management** – The practice of placing and completing service orders with vendors.
- **Performance Management** – The practice of measuring, comparing, and diagnosing Telecom / Mobility / IT Management performance and maturity using a comprehensive set of strategic performance measures.
- **Reporting & Analytics** – The practice of creating and delivering technical, financial, and operational information to telecom, mobility, and IT management stakeholders and creating and delivering performance information to business stakeholders illustrating the business value of performance efficiency, opportunity identification, and strategic business enablement.
- **Service Management** – The practice of identifying and tracking telecom, mobility, and IT services including pricing, features, configurations, and costs and associating service inventory with assigned users, cost elements, physical locations, business units, and cost centers.
- **Vendor Management** – The practice of evaluating, measuring, and guiding vendor performance.

SESSION AGENDAS

SESSION #1
- The Technology Management Industry: Past, Present & Future
  - What is technology expense management (TEM)?
  - What is managed mobility services (MMS)?
  - How does TEM / MMS support business, why does it matter, and what is the value?
  - What are the business applications and use cases for TEM / MMS?
  - What are the types of vendors and offering variables currently available in the industry?
  - What are the greatest industry challenges (and how to overcome them)?
  - What's next for the industry?

SESSION #2
- Asset, License & Service Inventory
  - What is the role of an inventory in technology management?
  - What are the three types of inventory validation?
  - What are greatest inventory challenges (and how to overcome them)?
  - How is inventory accuracy measured?
  - What actions should be taken today to improve inventory accuracy?
- Service Orders & Change Control
  - How MACDs impact inventory accuracy.
  - Best practices for validating MACDs.
  - Change control myths and actions to avoid.

SESSION #3
- Invoice Processing
  - What are the 9 essential invoice processing activities?
  - What are the best practices that confirm charge accuracy prior to remittance?
  - What are the best practices to resolve invoice charge disputes and exceptions?

SESSION #4
- Contact Management
  - What are the 5 essential contract management activities?
  - What is included in a contract catalog?
  - How is a contract catalog used in a technology expense management program?
  - What are the contract management best practices that hold vendors accountable for performance?
- Vendor Management
  - What are the 8 essential vendor management activities?
  - What is the role of vendor management in a technology expense management program?
  - What are the best practices that improve visibility into vendor value delivered?

SESSION #5
- Reporting & Analytics
  - What are the 16 essential reporting and analytics activities?
  - What reports are necessary to illustrate the value of technology management to the business?
- Quality Assurance & Quality Control
  - What is the role of QA & QC in a technology management program?
  - What are the best practices that increase program efficiency and reduce cost?