

Titre / Title

Vendor Transition Management

Présentateur(s) / Speaker(s)

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A qui s'adresse la présentation? / To whom is the presentation addressed?

Vendor managers, Test managers, IT project leaders

Mots-clefs / Keywords

- Vendor Transition
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Résumé de la présentation / Abstract

In my role as IT QM Coordinator for Europe, I manage a team of 10 offshore resources. The test efforts we conduct cover functional system testing, regression testing (manual & automated) and end to end testing for just over 25 applications. We use a "pooled" organisational approach to avoid having only certain resources knowledgeable on any given product and encourage knowledge and experience sharing within the team.

I would like to share my practical experience on managing a QM transition from one vendor to another. Come June 2011, I will have effectively lead 2 vendor transition efforts in just over 18 months

As with each transition, the organisation gets disrupted, creating challenges in achieving expected business results, I will review the Ins & Outs of vendor transition and share what we did to make the transition as successful as possible.

In this session I would like to share:

1. The major tenants for success
 2. Transition management
 - Governance, Controls and Ownership
 - Steps: Planning, Execution and Completion
 - Vendor to Vendor - Identify risks and issues with both
 - Gap analysis
 - Client involvement between vendors
 3. Knowledge Transfer (KT)
 - What components are involved
 - Define operating model
 - Important aspects to assess
 - KT Plan components
 - Technical components
 - Who does what – monitoring and measuring progress (KPIs)
 4. Impacts to the organisation
 - Cultural influences
 - Managed expectations
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Biographie / Biography

I have been with Capital Group Companies for 17 years, shifting from the business side to IT. Having spent most of my years within IT as a Business Systems Analyst (BSA), I have taken the role of Quality Management (QM) Coordinator for Europe over the past 2 years.
