

## **IT Contract Vendor Management Team**

### **Maintaining a Supplier Relationship Matrix**

#### *Purpose*

- *The Supplier Relationship Matrix signposts stakeholders to their counterparts of the Vendor's organisation*
- *The matrix articulates the responsibilities and interests of Post Office colleagues in relation to the management of the services provided*

#### *Guidance*

- *The maintenance of the supplier relationship matrix is the responsibility of Vendor Managers*
- *Please ensure your suppliers have validated the information about their stakeholders and understand the expectations on them with regards to communicating with individuals at the Post Office*
- *Please ensure that either Vendor or Contract Managers (CVMs) are aware of the interactions between the two parties at all levels. This may be monitored at governance meetings as appropriate, CVMs cc'd in on emails etc.*
- *Please update the matrix as key account personnel change*
- *Please ensure an up to date version is maintained on the CVM sharepoint:*  
<https://poluk.sharepoint.com/:f:/r/sites/POA001/itcomms/Vendor%20Management/Admin/Vendor%20Relationship%20Mapping?csf=1&e=c0syll>
- *Please do not alter this pack- any questions should be directed to the VMO*

## Supplier Relationship Mapping: Instructions

High level overview of services

• (What is the Service?)

• (What does the Service hope to achieve?)

(Who/what Business Unit supports/sponsors the Service?)

List key stakeholders as relevant to the supplier & services delivered

List counterparts of the third party organisation

Post Office		(Supplier)	
<b><u>GE Member:</u></b>	• (What is the most important goal to this person from the Service?)	<b><u>UK CEO:</u></b>	• (What is the most important goal to this person from the Service?)
(Name)	• (Best way to manage/communicate with them?)	(Name)	• ((Best way to manage/communicate with them?)
<b><u>CIO:</u></b>	• (What is the most important goal to this person from the Service?)	<b><u>UK CIO:</u></b>	• (What is the most important goal to this person from the Service?)
(Name)	• (Best way to manage/communicate with them?)	(Name)	• (Best way to manage/communicate with them?)
<b><u>IT Vendor Manager:</u></b>	• (What is the most important goal to this person from the Service?)	<b><u>(Supplier) Account Manager:</u></b>	• (What is the most important goal to this person from the Service?)
(Name)	• (Best way to manage/communicate with them?)		• (Best way to manage/communicate with them?)
<b><u>IT Contract Manager:</u></b>	• (What is the most important goal to this person from the Service?)	<b><u>(Supplier) Contract Manager:</u></b>	• (What is the most important goal to this person from the Service?)
(Name)	• (Best way to manage/communicate with them?)		• (Best way to manage/communicate with them?)
<b><u>IT Service Manager:</u></b>	• (What is the most important goal to this person from the Service?)	<b><u>(Supplier) Service Manager:</u></b>	• (What is the most important goal to this person from the Service?)
(Name)	• (Best way to manage/communicate with them?)	(Name)	• (Best way to manage/communicate with them?)