

## IT Contract Management Governance & Operating Model 2023 – 24

Created by Supplier Management Team



Commercially Sensitive

Event	Frequency <small>(end of month/quarter)</small>	Actioned by	Last Updated
Account Plans	Monthly	CM	December 2023 – updated monthly
Dashboards/GDPR/Service Credits & Requests/Contract Changes	Monthly	CM/VM's	December 2023 – updated monthly <b>December</b> new CEO reporting
CM Plan KPI's	Monthly	CM/VM's	December 2023 – updated monthly
Obligations Tier 1	Monthly (Tier 1 Suppliers)	CM/VM's	December 2023 – new process with CM's is in place
SharePoint Team Home Page	Monthly (on hold due to S/L)	VMO	December 2023 – DJ to review
IT Supplier Portfolio	Bi Monthly & at CM/VM meetings	CM/VM's	December 2023 – VMO to update with latest info from CM's
Wood Street Supplier passes	6 Monthly	VMO	December 2023 – process in place with Grapevine – little activity
Legal Checklist/Tracker	6 Monthly	CM ongoing update	December 2023 – reviewed 8/9/22
Obligations Tier 3	6 Monthly Tier 3 (if necessary)	CM/VM's	December 2023 - as tier 1
Supplier Relationship Maps	6 Monthly	CVM Team	December 2023 – CM's to review
Web 3 updates	Ongoing	CM/VMO	Ongoing
Contract Interpretation	Ongoing	CM/VM's	December 2023 - ongoing updates
Delegated Financial Authority	Quarterly	VMO	December 2023

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CVM Comms Plan	Quarterly	CM/VM's	December 2022 – agreed review Sept 24
Obligations Tier 2	Quarterly Tier 2	CM/VM's	December 2023 – as tier 1
Audit Schedule	Quarterly	CVM Team	December 2023 - agreed to maintain monthly by CM's
BP Systems Map	Annually	VMO	Jan 2023 – review Jan 24
Contract Conformance Tier 1's	Annually/Adhoc against changes	CM/VM's	December 2023 – CM's to update
Contract Overviews	Annually	CM/VM's	December 2023 – CM's to update
CVM RACI	Annually	CVM Team	December 2023 – refreshed
Governance Review	Annually	CVM Team	Jan 2023 – agreed CM's to review and add new contracts
Exit Planning	Annually	CM/VM's	December 2023 – CM's to update
IT contract obligations management	Annually	Head of CM/CM	December 2023 – new process in place with calendar reminders for CM's
POL Policy Set	Annually	Agreed outside of CM process	Jan 2023 – agreed December 22 follow high level Policy set, that's in place – no change
Tiering Model	Annually	CVM Team	December 2023 – new model being worked through

April 2023	May 2023	June 2023	July 2023
<ul style="list-style-type: none"> <li>Account Plans</li> <li>CVM Comms Plan</li> <li>Dashboards/GDPR/Service Credits &amp; requests</li> <li>DFA Review</li> <li>Obligations (Tier 1 )</li> <li>SharePoint Team Homepage</li> <li>Contract Interpretation</li> <li>KPI's</li> </ul>	<ul style="list-style-type: none"> <li>Account Plans (check if can move to Q)</li> <li>Audit Schedule</li> <li>BP Systems Map</li> <li>Dashboards/GDPR/Service Credits &amp; requests</li> <li>Exit Planning</li> <li>Obligations (Tier 1 )</li> <li>SharePoint Team Homepage</li> <li>Supplier Relationship Maps</li> <li>Tiering Model</li> <li>Contract Interpretation</li> <li>KPI's</li> </ul>	<ul style="list-style-type: none"> <li>Contract Overviews</li> <li>Dashboards/GDPR/Service Credits &amp; requests</li> <li>IT Supplier Portfolio</li> <li>Obligations (Tier 1 &amp; 2 )</li> <li>SharePoint Team Homepage</li> <li>Contract Interpretation</li> <li>KPI's</li> </ul>	<ul style="list-style-type: none"> <li>Contract Overviews</li> <li>CVM RACI</li> <li>Dashboards/GDPR/Service Credits &amp; requests</li> <li>DFA Review</li> <li>Governance Review</li> <li>Obligations (Tier 1 )</li> <li>SharePoint Team Homepage</li> <li>Contract Interpretation</li> <li>KPI's</li> </ul>
August 2023	September 2023	October 2023	November 2023
<ul style="list-style-type: none"> <li>Contract Interpretation</li> <li>Dashboards/GDPR/Service Credits &amp; requests</li> <li>Obligations (Tier 1)</li> </ul>	<ul style="list-style-type: none"> <li>CVM Comms Plan</li> <li>Dashboards/GDPR/Service Credits &amp; requests/Contract Changes</li> <li>IT contract obligations management</li> <li>Obligations (Tier 1, 2 &amp; 3 )</li> <li>SharePoint Team Homepage</li> <li>Contract Interpretation initiated</li> <li>Legal Checklist</li> <li>KPI's</li> </ul>	<ul style="list-style-type: none"> <li>Dashboards/GDPR/Service Credits &amp; requests/Contract Changes</li> <li>DFA Review</li> <li>Obligations (Tier 1 )</li> <li>SharePoint Team Homepage</li> <li>Contract Interpretation</li> <li>KPI's</li> <li>Audit Schedule</li> </ul>	<ul style="list-style-type: none"> <li>Dashboards/GDPR/Service Credits &amp; requests/Contract Changes</li> <li>Obligations (Tier 1 )</li> <li>SharePoint Team Homepage</li> <li>Contract Interpretation</li> <li>KPI's</li> <li>RACI</li> <li>Governance</li> <li>Policy Set</li> <li>BP System Map</li> <li>Comms Plan</li> <li>Supplier Relationship</li> <li>Audit Schedule</li> </ul>

December 2023	January 2024	February 2024	March 2024
<ul style="list-style-type: none"> <li>• CVM Comms plan</li> <li>• CEO Reports/GDPR/Service Credits &amp; requests</li> <li>• IT Supplier Portfolio</li> <li>• Obligations (Tier 1 &amp; 2 )</li> <li>• SharePoint Team Homepage</li> <li>• Contract Interpretation</li> <li>• KPI's</li> </ul>	<ul style="list-style-type: none"> <li>• CEO Reports/GDPR/Service Credits &amp; requests</li> <li>• DFA Review</li> <li>• Obligations (Tier 1 )</li> <li>• SharePoint Team Homepage</li> <li>• Contract Interpretation</li> <li>• KPI's</li> <li>• Audit Schedule</li> </ul>	<ul style="list-style-type: none"> <li>• CEO Reports /GDPR/Service Credits &amp; requests</li> <li>• Obligations (Tier 1 )</li> <li>• SharePoint Team Homepage</li> <li>• Contract Interpretation</li> <li>• Doing comparison review of Tiering from what we used to the one from Procurement</li> <li>• KPI's</li> <li>• Review of FD supplier passes</li> <li>• Audit Schedule</li> </ul>	<ul style="list-style-type: none"> <li>• CVM Comms plan</li> <li>• CEO Reports/GDPR/Service Credits &amp; requests</li> <li>• Obligations (Tier 1, 2 &amp; 3 )</li> <li>• SharePoint Team Homepage</li> <li>• Contract Interpretation</li> <li>• Legal Checklist</li> <li>• KPI's</li> <li>• Audit Schedule</li> </ul>