MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

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IT VENDOR MANAGEMENT AUDIT: REVIEWS THE MANAGEMENT OF THIRD-PARTY VENDORS PROVIDING IT SERVICES

"Ensuring Accountability, Performance, and Risk Mitigation in IT Outsourcing"

Schedule

Date	Venue	Fees (Face-to-Face)
07 – 11 Dec 2026	London, UK	USD 3495 per delegate

Introduction

As organizations increasingly rely on external vendors to deliver critical IT services, managing vendor performance, compliance, and risk becomes essential. A failure in vendor oversight can expose an organization to service disruptions, data breaches, regulatory non-compliance, and reputational damage. Regular audits of IT vendor management are vital for ensuring that outsourced services meet performance expectations, contract terms, and security requirements.

This intensive 5-day course equips internal auditors, IT managers, and procurement professionals with the skills and tools to assess third-party vendor relationships and audit IT outsourcing frameworks. Participants will learn how to evaluate vendor selection, contract management, SLA compliance, risk exposure, and ongoing monitoring practices.

Objectives

By the end of this course, participants will be able to:

- Understand the full lifecycle of IT vendor management
- Audit vendor selection, due diligence, and onboarding processes
- Evaluate contractual terms, SLAs, and performance metrics
- Assess vendor-related risks including cybersecurity, data privacy, and compliance
- Report audit findings and develop recommendations for vendor governance

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Why Attend

- To strengthen controls over outsourced IT services
- To reduce vendor-related risks through structured audit practices
- To ensure SLAs are met and value is delivered through vendor partnerships
- To comply with cybersecurity, privacy, and procurement regulations
- To build a proactive vendor governance and monitoring framework

Target Audience

This program is designed for:

- Internal and IT auditors
- Vendor and supplier management professionals
- IT managers and CIOs
- Risk, compliance, and procurement officers
- Contract and service delivery managers

Individual Benefits

Key competencies that will be developed include:

- IT vendor audit planning and execution
- SLA analysis and performance monitoring
- Risk assessment and mitigation for third-party services
- Contract evaluation and compliance auditing
- Effective reporting to stakeholders and audit committees

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Increased assurance over vendor performance and compliance
- Reduced risk of service interruption and data loss
- Better alignment between vendor services and business needs
- Enhanced contract management and negotiation capability
- Improved visibility and accountability across IT supply chains

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings: IT sourcing models, vendor governance frameworks, and audit scope
- Case Studies: Third-party failures, audit findings, and remediation strategies
- Workshops: SLA assessment, contract audit, and vendor risk scoring
- Peer Exchange: Group discussions on audit challenges and vendor governance practices
- Tools: Audit checklists, vendor scorecards, performance review templates, and reporting formats

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Course Outline

Detailed 5-Day Course Outline

Training Hours: 7:30 AM – 3:30 PM **Daily Format:** 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Foundations of IT Vendor Management and Audit Scope

- Module 1: Overview of IT Outsourcing and Vendor Relationships (07:30 – 09:30) • IT sourcing models, third-party reliance, and risk implications
- Module 2: Key Governance Principles and Control Areas (09:45 – 11:15) • Vendor lifecycle management and oversight responsibilities
- Module 3: Workshop – Mapping the Vendor Audit Universe (11:30 – 01:00) • Identifying critical vendors, services, and contract types
- Module 4: Introduction to Audit Objectives and Frameworks (02:00 – 03:30) • COSO, COBIT, and ISO/IEC 27036 for IT vendor audits

Day 2: Vendor Selection, Onboarding, and Contract Review

- Module 5: Vendor Due Diligence and Risk Assessment (07:30 – 09:30) • Screening criteria, reputation checks, and risk profiling
- Module 6: Contracting and SLA Management (09:45 – 11:15) • Key clauses, performance metrics, and escalation procedures
- Module 7: Workshop – SLA and Contract Review Exercise (11:30 – 01:00) • Identifying audit red flags in contracts
- Module 8: Compliance Requirements in IT Outsourcing (02:00 – 03:30) • GDPR, HIPAA, SOX, and sector-specific obligations

Day 3: Service Delivery and Performance Monitoring

- Module 9: Monitoring Service Levels and Vendor Performance (07:30 – 09:30) • Dashboards, scorecards, and performance reviews
- Module 10: Incident Management and Escalation Processes (09:45 – 11:15) • Service disruptions, root cause analysis, and response times
- Module 11: Workshop – Creating a Vendor Scorecard (11:30 – 01:00) • Sample KPIs for IT services and infrastructure
- Module 12: Continuous Monitoring and Audit Automation (02:00 – 03:30) • Use of technology and analytics in vendor audits

Day 4: Cybersecurity, Data Protection, and Exit Planning

- Module 13: Vendor Cyber Risk and Data Security Controls (07:30 – 09:30) • Third-party access, encryption, incident response
- Module 14: Audit of Cloud and SaaS Vendors (09:45 – 11:15) • Shared responsibility models, SOC reports, and certifications
- Module 15: Workshop – Cybersecurity Audit Checklist for Vendors (11:30 – 01:00) • Mapping controls against ISO/IEC 27001
- Module 16: Transition and Exit Management (02:00 – 03:30) • Planning disengagement, data return, and continuity

Day 5: Reporting, Governance, and Continuous Improvement

- Module 17: Developing the Audit Report (07:30 – 09:30) • Structuring observations, ratings, and action plans
- Module 18: Communicating with Stakeholders (09:45 – 11:15) • Reporting to IT leadership, audit committees, and vendors
- Module 19: Workshop – Final Audit Findings Presentation (11:30 – 01:00) • Simulated reporting and stakeholder engagement
- Module 20: Wrap-Up, Lessons Learned, and Certification (02:00 – 03:30) • Group debrief, best practices, and post-audit action

Certification

Participants will receive a Certificate of Completion in IT Vendor Management Audit, confirming their ability to assess, monitor, and improve governance over third-party IT services and outsourcing agreements.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

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