

# 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

► **Available delivery methods:** Face-to-Face & Online Training

## 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

## 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

## 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.

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