

# **WORKSHOP IN SERVICE PROVIDER MANAGEMENT STRATEGIES FOR GOVERNMENT AGENCIES**



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## Introduction

Government entities face increasing challenges in managing service providers, particularly consulting firms, to ensure the highest levels of quality, efficiency, and transparency. Effective relationships with service providers require clear expectations, precise deliverables, and robust monitoring and evaluation mechanisms. This workshop aims to equip participants with professional strategies for effectively managing service providers, enhancing institutional performance, and ensuring the achievement of objectives within the set timeframe and budget.

## Workshop Objectives

- Understand the critical role of service providers in delivering government projects.
- Develop effective strategies for selecting and evaluating service providers (especially consultants).
- Strengthen skills in drafting scopes of work and defining clear deliverables.
- Design clear performance indicators (KPIs) to measure consulting firms performance.
- Address common challenges and issues during contract execution.
- Adopt best practices in managing relationships with service providers through continuous monitoring and evaluation.

## Main Topics

- Introduction to service provider management in the public sector.
- The contract lifecycle with consulting firms.
- Defining scope of work and expected deliverables.
- Criteria for selecting and evaluating consulting firms.
- Key Performance Indicators (KPIs) and evaluation mechanisms.
- Contract management and professional relationship with service providers.

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- Handling challenges and service delivery failures.
- Case studies and real-world examples.
- Digital and technological tools for monitoring service providers performance.
- Future trends in government contracting.

## Target Audience

- Project managers in government entities.
- Government contracts and procurement officers.
- Directors of finance and administration departments.
- Planning and monitoring officers.
- Institutional performance advisors and auditors.
- Professionals in quality and governance departments.
- Anyone involved in managing or supervising consulting firms.

