

Managing commercial contracts for project success

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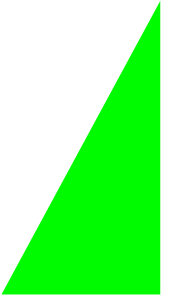
Monday 29 October 2018

OVERVIEW

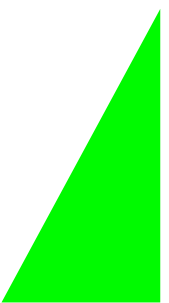
Part 1: The internal – the contract

1. What is the project scope?
2. Outcomes: define what success looks like and put in place measurement tools!
3. Risk identification and mitigation
4. Show me the money... and the fine print
5. Plan the break-up – what happens when the love fades?

Part 2: The external – the relationship and outside the contract

1. It's just as much about the relationship
 2. Ongoing monitoring, review and checks
 3. Be consistent and 'correct' in your approach
 4. Develop a robust document storage and sharing facility
 5. Produce a contract user's guide to clarify understanding of complex contracts
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TIP 1: What is the project scope?



TIP 2: outcomes: define what success looks like and put in place measurement tools!



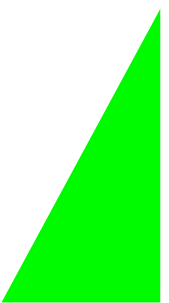
TIP 3: risk identification and mitigation



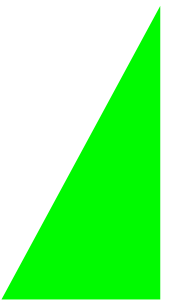
TIP 4: show me the money... and the fine print



TIP 5: plan the break-up – what happens when the love fades?



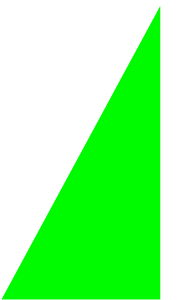
TIP 6: it's just as much about the relationship



TIP 7: ongoing monitoring, review and checks



TIP 8: Be consistent and 'correct' in your approach



TIP 9: Develop a robust document storage and sharing facility



TIP 10: Produce a contract: user's guide to clarify understanding of complex contracts

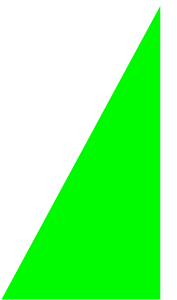


Case Study: Technology Contract

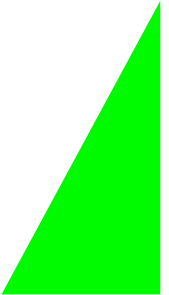
What are you buying?

- › **Infrastructure (IaaS)**: Physical or virtual infrastructure (Amazon Web Services (AWS), Microsoft Azure)
- › **Platform (PaaS)**: Shared application development and deployment (Google AppEngine)
- › **Applications (SaaS)**: Centrally hosted subscription software (Dropbox, Microsoft Sharepoint)

- › Delivery of computing services via the Internet using hosted hardware and software
- › Rapid scalability to match demand
- › Utility pricing; ie pay as you go



Before you sign

- › Reliance on third parties and intermediaries
 - › Location of data
 - › Network resilience
 - › Perpetual versus subscription licensing
 - › Capex versus Opex
 - › Security
 - › Privacy compliance
 - › Warranty and liability limits
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Managing and planning for a great relationship

- › Availability
- › Maintenance Services
- › Service Desk
- › Response and Restore
- › Reporting
- › Internal resources

