

Matthew Johnson

Global Head of Service Management, Network Technologies
Barclays Bank

'The Importance of Getting IT Contracts right from a Service Delivery Perspective'

In organisations such as Barclays, technology is increasingly underpinning the critical day to day operations and providing a business with competitive advantage. Where IT services are delivered by a 3rd party, it is important that the right focus is placed on ensuring that the suppliers deliver services which align to the requirements and objectives of the organisation.

In this lecture, Matthew will highlight how the contracts with suppliers can help or hinder the delivery, performance and management of IT services. Matthew will share the lessons he learnt through defining and negotiating the service elements of contracts and then managing a supplier's delivery performance - especially when things do not go as planned.

Guru Biography

- Matthew is Global Head of Service Management for Network Technologies within Barclays Bank. In this role, Matthew is accountable for managing the services that provide connectivity to Barclays branches, contact centres and offices globally.
- Matthew started his career at GPT in Coventry primarily working on projects to upgrade the telecommunications network of the Czech Republic. Matthew then moved to a privately owned Telecommunications implementation company. During an 8 year period in various roles, his experiences include the Telecoms boom and burst, the rapid growth in provision of broadband to UK households and working with Network Rail to upgrade their fixed and mobile networks.
- In 2006, Matthew joined Barclays and has been part of the team that has transformed how network connectivity is provided and managed within the Bank. This has involved the creation and integration of teams around the globe, extensive in-source from 3rd parties and the re-negotiation of contracts to meet the future requirements of the Bank.

Tuesday 29th November 2011 (5-6pm) - J206



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