

**Client Organization:** Saskatchewan Government Insurance  
**Position Title:** Director, IT Vendor Management  
**Reports to:** Senior Director, IT Strategy & Planning  
**Location:** Regina, Saskatchewan

## **THE COMPANY**

Saskatchewan Government Insurance (SGI) is a Canadian insurance company and a Crown corporation wholly owned by the Government of Saskatchewan. SGI's operations consist of the Saskatchewan Auto Fund, the compulsory public auto insurance program for Saskatchewan and this operates the driver licensing and motor vehicle registration for Saskatchewan as part of its oversight of the Auto Fund. The property and casualty insurance division sell additional automobile and property insurance products in five Canadian provinces under the trade name SGI Canada in Saskatchewan; SGI Canada Insurance Services Ltd. in Manitoba, Alberta, British Columbia, Ontario; and Coachman Insurance Company in Ontario.

## **THE OPPORTUNITY**

The Director, IT Vendor Management provides leadership for the end-to-end IT vendor life cycle. This includes ownership of the IT Vendor Management practice and key responsibilities in sourcing and purchase of IT products and services, all with a view to vendor impact on performance, cost, value proposition and risk.

Ensures that governance of IT Vendor Management is developed and continuously improved in alignment with the objectives of IT, the broader enterprise, and industry and regulatory requirements. This includes the strategy, governance, and operating model associated with the IT vendor life cycle.

## **THE CITY**

Regina the sunniest capital in Canada, 16<sup>th</sup> largest city in Canada, and second largest city of Saskatchewan is Latin for "queen", named for Queen Victoria. It is a lovely city with a rich history that dates back to 1882. Some of this can still be seen today. Situated on Wascana Creek in the south-central part of the province, Regina is the cultural and economic hub for the southern part of the province making it a city well worth living in.

Although situated on a flat plain with few indigenous trees, Regina boasts some of western Canada's most innovative urban landscaping, with hundreds of parks and plentiful green spaces, hiking and biking paths, playgrounds, oak-lined streets and parks throughout the city. The popular Wascana Lake plays host to summer boaters and winter skating. Regina is also home to numerous cultural and educational institutions, including museums, galleries, theaters and Canada's RCMP Training Academy Grounds.

## **PRIMARY AREAS OF ACCOUNTABILITY**

### **IT Vendor Management**

- ▶ Provides leadership for the IT vendor management practice in alignment with strategic and operational objectives for SGI's Information Technology division and the broader enterprise.
- ▶ Develops, implements and maintains strategy governance and operating model; including functional roles and responsibilities for technology vendor management.

- ▶ Establishes and maintains corporate policies, standards, and procedures for technology vendor management.
- ▶ Manages the collection, consolidation and communication of reporting and data on vendor contracts, performance, risk, and relationships to key stakeholders and vendors.
- ▶ Oversees the measurement and reporting of vendor performance, including development of evaluation tools based on stakeholder needs, and creation of scorecards and dashboards
- ▶ Monitors vendor performance and escalates issues against Service Level Agreements (SLA) or contractual obligations accordingly, both within SGI and the vendor organization; responsible for ensuring resolution (whether it is service credits as per the contract, other agreed to solutions, potentially even leading to an exit strategy if the issue is severe enough).
- ▶ Collaborates with Infrastructure and IT Administration Services to develop a standardized approach to management and tracking of software/hardware assets and consumption of cloud-based entitlements; including identification of gaps/opportunities to optimize utilization consumption.
- ▶ Collaborates with IT Administration Services to ensure financial views for IT Vendor Management are presented by category, provider, organizational function / capability, etc.
- ▶ Collaborates with the Architecture Review Board, IT Management, Purchasing, and the EPMO to ensure alignment of annual vendor management priorities and plans with corporate and IT strategy and plans

### **IT Sourcing & Purchasing**

- ▶ Develops vendor selection criteria, best practices, standards and procedures in collaboration with Legal, Purchasing, and Internal Audit
- ▶ Develops contract negotiation, development and management best practices, standards and procedures in collaboration with Business resources, Legal, and IT Administration Services
- ▶ Oversees maintenance of vendor agreements and ensures they are current / up-to-date
- ▶ Establishes vendor SLAs for inclusion in vendor agreements in collaboration with the business and IT partners
- ▶ Develops and oversees execution of (in conjunction with Purchasing and IT Administration Services) a holistic IT sourcing plan, including renewals of existing agreements, required market engagement when agreements expire, and procurement of new business and IT capabilities

### **Third Party Risk Management**

- ▶ Maintains vendor risk assessments and registers in cooperation with Enterprise Risk Management, Privacy, Information Security, and business continuity teams.
- ▶ Develops risk frameworks, accounting for sensitivity to and tolerance, for identified vendor risk types (financial, regulatory, operational, reputational, etc.).
- ▶ Manages the collection, consolidation and communication of reporting and data on vendor risk and mitigations.
- ▶ Provides oversight to vendor audits and reporting; arrange and direct departmental activities and true-up schedules in coordination with IT Administration Services.

### **Relationship Management**

- ▶ Serves as the business agreement/account level point of contact for between the vendors and internal consumers of vendor products and services.
- ▶ Ensures escalated vendor issues and disputes are resolved. OR Solves escalated vendor issues and disputes.
- ▶ Manages the business agreement/account process with IT vendors, including what information should be communicated, when and by whom, to maintain clarity of vendor accountabilities and effective leveraging of contractual obligations.
- ▶ Develops a defined and standard set of procedures on how to engage, report to and communicate with external stakeholders, including the Ministry of SaskBuilds and Procurement and the IT Solutions Association of Saskatchewan (ITSA).
- ▶ Engages with other Government and Crown IT Vendor Management leaders to identify collaboration opportunities.

### **People Leadership**

- ▶ Builds a high performing workforce by actively leading human resource activities.
- ▶ Ensures development of divisional succession plans.
- ▶ Builds a culture of leadership and accountability to effectively deliver on strategic and corporate strategies, ensuring integration with employee performance development and career development plans.
- ▶ Drives performance through team members and is committed to leadership development across the company, supporting employees and workforce readiness through mentoring, training and developmental opportunities.

### **Corporate Management**

- ▶ Ensures programs and policies are in alignment with corporate, strategic and divisional strategies.
- ▶ Manages risk in area of authority.
- ▶ Prepares, reviews, manages and/or approves departmental/divisional budgets.
- ▶ Prepares decision requests, decision and/or information items and/or SGI board items.
- ▶ Ensures that the Health, Safety and Emergency Management Policy is applied in area of responsibility, including development, implementation and managing of program components specific to departmental health and safety requirements.
- ▶ Makes decisions for departmental operations that are efficient, effective and in alignment with strategic direction and priorities.
- ▶ Ensures department and program policies, procedures and guidelines are in compliance with applicable federal and provincial legislation and regulations; implements and evaluates changes to legislation and regulations in area of authority.
- ▶ Establishes and maintains an effective system of internal controls to support reliable financial reporting and compliance in accordance with applicable laws and regulations within the span of control and communicates the importance of internal controls to staff.

### **IDEAL CANDIDATE QUALIFICATIONS**

- ▶ Skilled in driving change and facilitating collaboration and action in a highly distributed organization
- ▶ Broad knowledge of the IT Industry and the products and services provided by technology vendors
- ▶ Familiarity with relevant regulatory and industry requirements
- ▶ Working knowledge of contract management and negotiation
- ▶ Working knowledge of standard IT agreement terms (such as warranties, intellectual property, indemnification)
- ▶ Working knowledge of concepts and techniques for KPI establishment, measurement and reporting, particularly with regard to vendor performance and activity
- ▶ Working knowledge of procurement practices and vendor contract management.
- ▶ Knowledge of IT governance formulation and maturation
- ▶ Knowledge of financial management concepts and techniques

### **EDUCATION/PROFESSIONAL QUALIFICATIONS**

- ▶ A four-year degree from an accredited post-secondary education institution in a relevant field of study such as Information Technology or Business
- ▶ 10 years' experience comprised of 6 years of leadership and 4 years vendor management which includes policies, performance, vendor risk, relationships, contract development & negotiation and issue/dispute resolution.

## CONTACT INFORMATION

If you are interested in learning more about this exciting leadership opportunity, please contact a member of our team:

Bruce Diemert, Partner                      [bruce.diemert@lhhknightsbridge.com](mailto:bruce.diemert@lhhknightsbridge.com) 604 282 6075  
Madiha Rashid, Consultant                [madiha.rashid@lhhknightsbridge.com](mailto:madiha.rashid@lhhknightsbridge.com) 416 928 4549

## ABOUT LHH KNIGHTSBRIDGE – [www.lhhknightsbridge.com](http://www.lhhknightsbridge.com)

LHH helps organizations simplify the complexity associated with transforming their leadership and workforce so they can accelerate results, with less risk.

As global leaders in Talent and Leadership Development, Career Solutions and Executive, Interim and Mid-Level Search, we assist organizations in finding new talent, and helping their employees navigate change, become better leaders, develop better careers, and transition into new jobs. We have the local expertise, global infrastructure, and industry leading technology and analytics required to simplify the complexity associated with executing critical talent and workforce initiatives, reducing brand and operational risk. Teams across Canada and around the world leverage our proven programs and global experience to deliver tailored solutions to clients that align talent with the needs of their business.

Established in 1967, we have been providing outplacement services for 52 years. LHH is a wholly owned subsidiary of Adecco, SA, a publicly held Fortune Global 500 firm and the world's leading provider of HR solutions, with approximately 32,000 FTE employees and 5,100 branches in over 66 countries and territories around the world. LHH has more than 4,000 employees around the globe including 2,200+ certified Career Coaches.