

The Demand Supply Governance Framework

Supporting The Sourcing Governance Foundation Qualification

SGF Qualification also qualifies
an individual for COS-FP
certification from IAOP®.



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Jork Lousberg
Marco van der Haar
Menzo Meijer



Colophon

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Preface

The most important contribution that IT can deliver to the business is to add maximum value in relation to the extent of investment in IT. The added value is optimal when the delivery of IT services matches perfectly with business demand. Over the years the delivery of IT has become more critical to the business. Based on a well evolved sourcing strategy, the delivery of IT is either done by the internal IT department or is outsourced to third parties.

Where managing supply is professionalized through sourcing governance and the market acceptance of sourcing models, the bundling of demand, and the adequate balancing of demand and supply, has all too often been neglected. This is true for both IT and the business side of organizations. IT has a tendency to focus overly on the delivery itself, although this may be professionalized through service levels. Also, business and information management too often focus on the technical issues and the delivery of IT on time and on budget.

The Demand Supply Governance Framework (DSGF) delivers the best of two worlds. On the one hand of the world of IT capabilities and on the other hand of the world of business wishes: the bundling of business demand, whilst balancing it against the possibilities and cost of the adequate delivery of IT services.

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