

# Unleashing the Full Potential of Your IT Service Providers

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Part I discussed how IT SPOs are structured, their goals and targets, and the way they operate their business. It also discussed how governance is structured within an SPO. With this information, an SRO can enhance its existing SPO organization model.

Part II shows you how to manage your SPOs. Managing these relationships to extract their full potential is the ultimate goal every SRO desires, and the second half of the book provides a variety of guiding principles to achieve this.

It explains the different focus areas in relationships with the SPO, what to expect and what not to expect from an SPO, how to use its strengths and mitigate the risks related to its weaknesses, and how to use this information to get the most out of your SPO.

The essential purpose of this part is to provide SROs with detailed information about how to unleash the full potential of their SPOs. But it is no less essential for SROs to understand that without fully supporting the SPOs, extracting value is not possible. People from SROs and SPOs must work together as teams, jointly and collaboratively meeting challenges impacting either party.