

PRACTICAL TRAINING FOR IT SERVICE PROVIDERS

DORA for Client-Facing Teams

Your team learns to interpret requirements from financial-sector clients, ask focused questions and involve the right specialists.

1 training day

09:00-17:00, including breaks

Up to 12 people

Account and service management

2 days in total

Preparation and follow-up included

THREE SITUATIONS FROM YOUR CLIENT RELATIONSHIPS

01

Evidence

What information does the banking client need?

02

Services

Which commitments need internal clarification?

03

Disruption

Who provides which information, and when?

Confidence for your client-facing team

- Distinguish client requirements from the service provider's own obligations.
- Handle requests about evidence, services and disruptions in a structured way.
- Agree commitments and next steps with the responsible specialists.

For account managers, service managers and sales leads working with clients in the financial sector.

ON SITE IN DACH AND THE NETHERLANDS · TRAVEL AND HOTEL INCLUDED

PACKAGE PRICES INCLUDING PREPARATION AND FOLLOW-UP

€5,900

Up to 6 participants

All prices net, plus applicable VAT.

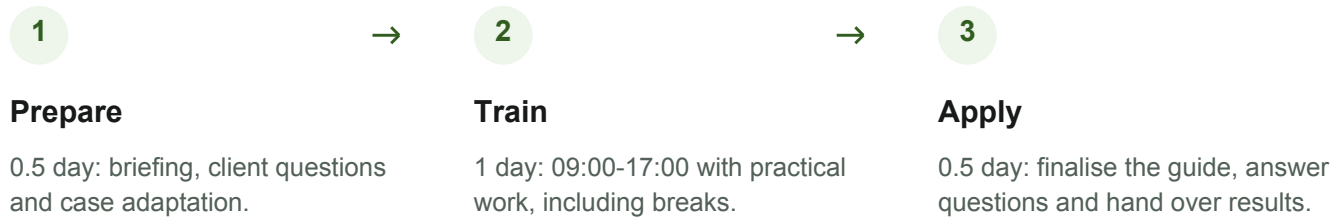
€6,900

7 to 12 participants

SCOPE AND WORKING TOGETHER

What the package includes

One day of team training with three agreed practical cases. Preparation, transfer and the results package are included in the fixed price.



Your results package

- Workshop materials and a client-conversation guide as PDFs.
- Three completed practical cases and agreed information and escalation routes.
- Up to five next steps for applying the learning in day-to-day work.

What to prepare

Provide a short description of your services and financial-sector clients, participant roles and up to three typical client questions. Supply the material before the service block begins.

Scope and additional services

One company. Package for up to six participants: €5,900 net. Package for seven to twelve participants: €6,900 net. Both include one training day, adaptation of the three cases, preparation and follow-up. Additional teams and specialist topics are separate services.

Delivery: All phases take place on site at one client location in Germany, Austria, Switzerland or the Netherlands. Two service days: 0.5 day of preparation, one training day and 0.5 day of transfer. Questions and results are handled within this block. Return travel and necessary overnight accommodation are included in the fixed price.

DORA-related specialist training for client-facing teams. Financial-sector clients' requirements are distinguished from the service provider's own obligations. No legal opinion or certification.

Discuss a suitable date and scope

Cedric Bergermann-Bißlich

Enterprise Architect | Security & Regulation

info@bergermann-consulting.de

+49 176 22636371