



Digital Contract Operations and Workflow Control Course

30 May – 3 June 2027
Johannesburg

Digital Contract Operations and Workflow Control Course

Ref: 608_146733 **Date:** 30 May – 3 June 2027 **Location:** Johannesburg **Fees:** 4500 Euro

Overview

Digital Contract Operations and Workflow Control Course is a five-day intermediate course for professionals improving contract processes who leave with a Digital Contract Operations Blueprint. Participants perform contract workflow mapping, define contract data controls, design repository permissions, set obligation alerts, specify dashboards, test automation guardrails, and plan adoption measures. The course resolves disconnected files and manual handoffs through vendor-neutral requirements and operating controls. Agile Leaders Training Center presents digital contract operations as disciplined process and information design.

Who Should Attend

- Contract functions responsible for process consistency, records, obligations, and renewals
- Procurement teams coordinating contract intake, approvals, and post-award monitoring
- Commercial operations teams improving contract visibility and management reporting
- Digital transformation functions translating user needs into system requirements
- Legal operations support governing access, versions, and contract information

The course assumes participants work with contract processes and records and leaves out product certification, vendor configuration, advanced artificial intelligence, legal drafting, and enterprise architecture.

Departments and Industries

The course supports departments and industries digitizing contract operations.

- Contracts, procurement, commercial, and legal operations
- Digital transformation, information management, finance, and internal controls
- Technology, telecommunications, and professional services
- Manufacturing, logistics, energy, and utilities
- Healthcare, facilities, real estate, and hospitality

Learning Objectives

By the end of this course, participants will be able to:



- Analyze current contract workflows and information gaps
- Build vendor-neutral digital requirements and process controls
- Use metadata and permission structures to govern repositories
- Design alerts, dashboards, and obligation-monitoring routines
- Evaluate automation rules, exceptions, and audit evidence
- Create an adoption and performance measurement blueprint

Course Agenda

Day 1: Diagnosing Contract Operations

- Current-State Contract Workflow Map
- Lifecycle Handoff Analysis Matrix
- Manual Control and Pain-Point Register
- Contract User Responsibility Map
- Digital Requirements Backlog

Day 2: Structuring Contract Information

- Contract Metadata Dictionary
- Repository Taxonomy Design Canvas
- Legacy Record Migration Inventory
- Role-Based Permission Matrix
- Version and Audit Trail Checklist

Day 3: Designing Workflow Automation

- Digital Intake Form Specification
- Approval Routing Logic Map
- Exception and Escalation Decision Tree
- Workflow Control and Authority Matrix
- Automation Guardrail Test Sheet

Day 4: Monitoring Obligations and Performance

- Contract Obligation Control Register
- Milestone and Renewal Alert Rules
- Dashboard Metric Definition Catalog
- Contract Portfolio Status View
- Digital Record Quality Review



Day 5: Digital Operations Design Practice

- Exercise: Diagnose Workflow and Handoff Gaps
- Exercise: Build Metadata and Access Controls
- Exercise: Test Routing and Automation Rules
- Exercise: Design Alerts and Dashboard Measures
- Capstone Exercise: Digital Contract Operations Blueprint

Practical Exercises

The course uses suggested activities to practice digital contract operations across business settings.

- Suggested activity: map intake and approval handoffs for a technology services contract.
- Suggested activity: design metadata and permissions for a facilities contract repository.
- Suggested activity: test renewal alerts and obligation controls for a logistics portfolio.
- Suggested activity: define dashboard measures for manufacturing supplier contracts.

FAQs

Who suits the Digital Contract Operations and Workflow Control Course, and what does it assume?

It suits professionals improving contract processes and information controls and assumes they can navigate lifecycle activities, records, approvals, obligations, and internal responsibilities.

How do digital contract operations differ from software product training?

Digital contract operations define vendor-neutral workflows, data, permissions, controls, alerts, dashboards, and adoption requirements, while product training teaches configuration and navigation within one named platform.

What information belongs in a digital contract repository?

A digital contract repository holds controlled documents and metadata for parties, ownership, status, dates, obligations, approvals, versions, access rights, alerts, and related decision records.

How do workflow automation controls handle exceptions?

Workflow automation controls route standard work while exception rules identify unusual terms, missing data, authority gaps, overdue actions, or failed integrations for accountable human review.



How is digital contract operations performance measured?

Digital contract operations performance is measured through defined indicators for intake completeness, approval flow, record quality, obligation status, alert response, repository use, exceptions, and user adoption.

Conclusion

Participants leave with a Digital Contract Operations Blueprint for their contract environment. The blueprint connects current workflows, requirements, metadata, repository controls, permissions, automation, alerts, dashboards, adoption, and performance measures. Teams can use it to structure technology decisions and coordinate implementation among contract, procurement, commercial, legal operations, and digital transformation functions.