

# € TRAINING

Fundamentals of Excellence in Information  
Technology Management





# Fundamentals of Excellence in Information Technology Management

## Introduction

Managing an IT function is different from developing or supporting IT solutions, where general management skills are useful for an IT manager, but the findings from this course show that this course specifically designed for the IT professional is invaluable.

There are five main modules covering IT Strategy, Project Excellence, Communication Technology, Operations and Crisis Management and Business Acumen. These are the five management skills that have been identified as consistently enabling business results and career success for all IT managers.

## Course Objectives

At the end of this course the participants will be able to:

- Develop an effective IT strategy.
- Increase project delivery rates and manage portfolio of projects.
- Establish clear goals for information technology.
- Effective negotiation and technical agreements.

## Targeted Audience

- Team leaders seeking professional development in management and leadership.
- IT Team Leader.
- IT manager
- IT department managers.
- Project managers.
- Systems designers.
- Anyone who finds himself in need of this course and wants to develop his skills and experience.

## Course Outline

### Unit 1: Business and IT strategy:

- Business strategy.
- What is the strategy?
- Solve business strategy problems.
- Leading methods for creating a top-level strategy.
- Case study "Determining Corporate Orientation".

### IT strategy:

- A proven process for an IT strategy.
- Aligning IT strategy with business priorities.
- Information Technology Balanced Scorecard Objectives.
- Enterprise engineering in information technology strategy.
- Find a better way and improve your IT strategy.

- Strategic plans.
- Strategic communication.

## Unit 2: Excellence in the project:

### Advanced Project, Program and Portfolio Management.

- Validate the business cases of the project using investment evaluations and sensitivity analysis.
- The wisdom of IT project management and lessons learned from successful and failed projects.
- Effective project governance and reporting.
- Project Portfolio Management Guidelines.

### First 90 days:

- Effect for the first 90 days.
- Strategic importance and tactical urgency.
- Case Study "Priorities for a New IT Manager"

### Leading change at work:

- The emotional cycle of business change.
- Guidelines for successful change projects.
- Information technology's unique role in managing change at work.

## Unit 3: Communication and technology:

- Communication skills.
- The art of technology communication.
- Presenting information technology to non-technical audiences.
- Create a compelling "IT elevator pitch" technical message.
- Tackling difficult situations "IT" - Forum theater and role-playing.
- Group discussion "What has IT done for us?"

### Business Relations Department:

- Business relationship scenarios.
- POSTMAN technology to identify priority business requirements.
- Advanced use of interrogation strategies "open and close dialogue".
- Methods of influencing the results.

## Unit 4: Operations and Crisis Management:

- Continuous Service Improvement CSI models
- An overview of the different frameworks, including ITIL, Six Sigma and Lean IT.
- Root cause analysis techniques.
- CSI Examples and Guidelines.

### Crisis leadership:

- Preparation for major "technological" incidents.
- Major incident management.

- The art of communication.
- Role-playing "Dealing with difficult situations" - a media simulation.

#### Unit 5: Business acumen:

- Sale points.
- Make good decisions.
- Avoid supplier pitfalls.
- Choosing good technology partners.
- Create a culture of partnership.
- Harness the innovation of the seller.

#### Basics of IT contracts:

- Successful IT Contract Guidelines.
- Get what you want from your legal team.
- Flexible contract design.
- Managing IT contract portfolios.

#### IT Negotiation Strategy:

- Create a negotiation strategy.
- Rationale supporting arguments.
- Agree on final positions and "BATNA".
- Negotiate as a team.
- Deliver better negotiated results.
- Role play negotiation and case studies