€ TRAINING

The Essentials of IT Management Excellence

5 - 9 May 2024
Cairo (Egypt)

The Essentials of IT Management Excellence

Introduction:

This training program is a comprehensive course designed to equip professionals with the fundamental skills needed for effective IT management. Covering topics such as strategic planning, project management, and team leadership, this program provides practical insights and strategies for success in the dynamic field of information technology.

Program Objectives:

At the end of this program, the participants will be able to:

- Develop an effective IT strategy.

- Increase project delivery rates and manage a portfolio of projects.

- Lead effectively in a technical crisis.

- Set clear IT contract objectives.

- Effectively negotiate technical agreements.

Targeted Audience:

- IT Managers.

- IT Team Leader.

- Project Manager.

- Systems Architect.

- Head of IT Department.

Program Outlines:

Unit 1:

Business and IT Strategy:

- What is the strategy?

- Solving the problems of business strategy.

- Leading approaches to creating top-level strategy.

- Case study 〚Setting corporate direction〛.

IT Strategy:

- A proven process for IT strategy.

- Aligning IT strategy to business priorities.

- Balanced scorecard IT objectives.

- Enterprise architecture in IT strategy.

- Looking for a better way 〚 optimizing IT strategy.

- Strategic plans 〚 plot on a page.

- Communicating strategy.

Unit 2:

The Advanced Project, Program, and Portfolio Management:

- Validating project business cases using investment appraisals and sensitivity analysis.

- IT project management wisdom 〚 lessons learned from successful and failed projects.

- Effective project governance and reporting.

- Project portfolio management guidelines.

The First 90 Days:

- Making an impact 〚 the first 90 days.

- Strategic importance and tactical urgency.

- Case study 〚Priorities of the new IT director〛.

Unit 3:

Business Change Leadership:

- The emotional cycle of business change.

- Guidelines for successful change projects.

- IT's unique role in business change management.

Communication skills:

- The art of communicating technology.

- Presenting IT to non-technical audiences.

- Creating a compelling technology message 🗆 IT🗆s the elevator pitch.

- Handling difficult IT situations 🗆 forum theatre and role play.

- Group debate 🗆 what has IT ever done for us?

Unit 4:

Business Relationship Management:

- Business relationship scenarios.

- The POSTMAN technique for identifying priority business requirements.

- The advanced use of questioning strategies - opening and closing dialogue.

- Methods of influencing outcomes.

Continual Service Improvement CSI Models:

- Overview of different frameworks, including ITIL, Six Sigma, and Lean IT.

- Techniques of root cause analysis.

- CSI examples and guidelines.

Unit 5:

Crisis Leadership:

- Preparing for major technology incidents.

- Managing major incidents.

- Leading in crisis 🗆 the art of communication.

- Roleplay 🗆Handling difficult situations🗆 🗆 media simulation.

Vendors:

- Making good decisions.

- Avoiding supplier pitfalls.

- Choosing good technology partners.

- Creating a culture of partnership.

- Harnessing vendor innovation.