

Information Technology Management and Leadership Professional (ITMLP)

Days: 3

Audience: One to four years of IT management experience.

Description: The ITMLP Certification Boot Camp training class contains a collection of key IT topics designed to increase the effectiveness of new and aspiring IT managers by widening their knowledge of IT, discussing techniques to enhance user support and satisfaction, providing insights into motivating technical professionals, and providing information on the use of various IT best-practices. This three-day boot camp contains the rigorous, down-to-earth practical advice, and IT-applicable case scenarios needed to help you distinguish yourself as a superior leader in the highly technical, yet people-driven world of information technology. Developed by an experienced CIO, and then vetted by a board of senior IT industry executives, the ITMLP shows that those who successfully complete Final Exam, brings credible and validated industry knowledge to the organizations they serve.

OUTLINE:

DAY 1: TECHNICAL LEADERSHIP

Life as a Technical Manager

- Characteristics of Successful IT Managers
- Making Technical Decisions
- Managing Multiple Projects

Leading Local/Global Virtual IT Teams

- Virtual Team Challenges
- Work-At-Home Strategy Implications
- Virtual Team Status and Profile
- Team Communication
- Using Virtual Technologies
- Cultural Intelligence
- Virtual Talent Management

Influence-Based Technical Leadership

- Bloom's Core Influence Characteristics
- Situational Influence
- Cialdini's Six Principles of Influence
- Cohen-Bradford Influence Currencies
- Using Influence Within an IT Context

DAY 2: IT METHODOLOGY AND INNOVATION

Methodology Overview

- Waterfall
- Agile/Scrum
- IT Infrastructure Library (ITIL)
- Lean IT
- DevOps

Understanding AI and other IT Megatrends

- Digital Transformation / Digital Strategy
- Virtual and Augmented Reality
- Internet of Things (IoT)
- Big Data
- Machine Learning
- 3D Printing
- DevOps
- Cybersecurity and Privacy
- Other Key IT Trends

Creating Innovative IT Solutions

- Thoughts on IT Innovation
- The Innovation Process
- Root Cause Analysis Tools
- Brainstorming Tools
- Selection and Prioritization Tools



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DAY 3: BUSINESS OF IT

IT Funding and Cost Center Management

- Project/Production Team Mathematics
- Components of your budget
- IT funding and allocations
- Annual budget process
- IT budget issues and tips

IT Vendor Management

- Providers and strategic partners
- Considerations when selecting a vendor
- Vendor management life cycle
- Vendor oversight
- Outsourcing and cloud considerations

IT Internal Client Service

- User Experience
- Internal Client Service Concepts
- Managing Client Satisfaction
- Managing Client Expectations
- Measurement and Prioritization