

Introduction:

Managing an IT function requires a distinct set of skills compared to traditional technical IT solutions. While general management skills are helpful, an IT management course specifically tailored for IT professionals can provide invaluable insight. This **Information Technology IT Management Excellence Course** is designed to address the unique challenges IT managers face, providing them with the necessary tools to enhance their management effectiveness.

This course covers key principles and best practices in IT management, ensuring that participants develop the skills to manage IT operations and strategy efficiently. The curriculum includes five essential modules: IT strategy, project excellence, communication technology, operational and crisis management, and commercial acumen—each of which has been identified as crucial for successful business outcomes and career progression for IT managers.

Targeted Groups:

- IT Managers
- IT Team Leaders
- Project Managers
- Systems Architects
- Heads of IT Departments

Course Objectives:

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

- Develop a clear and effective IT strategy aligned with business objectives.
- Increase project delivery rates and manage a portfolio of IT projects successfully.
- Improve operational efficiency using diverse operational models.
- Lead teams effectively during a technical crisis.
- Create sourcing plans that meet business needs and IT goals.
- Set clear IT contract objectives and negotiate technical agreements successfully.

Targeted Competencies:

Participants will develop competencies in:

- Aligning business and IT strategy.
- Managing projects, programs, and portfolios.
- Advanced communication and presentation skills.
- IT management operational excellence.
- Planning and managing crisis events.

Course Content:

Unit 1: Business Strategy

- Understanding the concept of strategy.
- Solving common business strategy problems.
- Leading the creation of top-level strategies.
- Setting corporate direction to align with strategic goals.

Unit 2: IT Strategy

- A proven process for developing IT strategy.
- Aligning IT strategy with business priorities.
- Using the balanced scorecard to define IT objectives.
- Understanding enterprise architecture in the context of IT strategy.
- Identifying ways to optimize IT strategy.
- Communicating strategy effectively across the organization.

Unit 3: Project Excellence

- Advanced project, program, and portfolio management principles.
- Validating IT project business cases through investment appraisals and sensitivity analysis.
- Learning lessons from successful and failed projects.
- Establishing effective project governance and reporting practices.
- Managing IT project portfolios with strategic alignment.
- Making an impact within the first 90 days of a new role.
- Leading business changes through the emotional cycle of change.
- Best practices for successful change projects.

Unit 4: Communicating Technology

- Developing communication skills for IT leaders.
- Mastering the art of explaining technology to non-technical audiences.
- Crafting a compelling elevator pitch for IT.
- Handling difficult IT situations using forum theater and role-play.

Unit 5: Business Relationship Management

- Identifying business priorities through the POSTMAN technique.
- Advanced questioning strategies for effective dialogue.
- Methods for influencing business outcomes.
- Strengthening business relationships within the IT function.

Unit 6: Operational and Crisis Management

- Overview of continual service improvement (CSI) models.
- Examining frameworks like ITIL, Six Sigma, and Lean IT for operational efficiency.

- Root cause analysis techniques and practical examples.
- Leading during crises and major incidents.
- Crisis leadership and the importance of communication.

Unit 7: Commercial Acumen

- Vendor management and making informed decisions.
- Avoiding supplier pitfalls and creating effective technology partnerships.
- Harnessing vendor innovation to benefit the organization.
- Building a culture of partnership for long-term success.

Unit 8: Essentials of IT Contracts

- Understanding contract guidelines for successful IT agreements.
- Collaborating with legal teams to design flexible contracts.
- Managing IT contract portfolios to ensure compliance and meet business needs.

Unit 9: IT Negotiation Strategy

- Developing a clear IT negotiation strategy.
- Using rational arguments and preparing for negotiations.
- Working as a team to negotiate effectively.
- Achieving better outcomes in IT negotiations.

Conclusion:

Completing the **Information Technology IT Management Excellence Course** will provide IT professionals with a significant advantage in their careers. This certification validates skills and showcases the ability to lead, manage IT projects, and align IT strategy with business goals effectively.

Participants will be equipped with the tools necessary to tackle real-world challenges, improve operational

efficiency, communicate technology effectively, and lead IT management efforts in their organizations. This comprehensive course will guide participants in becoming effective IT managers who can drive excellence within their IT departments and organizations.

