



Information Technology Management and Leadership Professional (ITMLP)

Course ITMLP Three days Instructor-led

Introduction

This 3-day course contains a collection of key IT topics designed to increase the effectiveness of soon-to-be, new, and experienced first-line IT Managers.

At Course Completion

After completing this course, students will be able to:

- Widening their knowledge of IT
- Discussing strategies to maximize user support and satisfaction
- Providing insights into IT innovation and technology trends
- Providing information on the use of various IT best-practices.

Student Materials

Each student receives a digital courseware.

Course Outline

Day 1: Technical Leadership

Module 1: Life as a Technical Manager

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

Module 2: 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

Contact ISInc for more information at 916.920.1700 or by visiting our website at <http://www.isinc.com>

Module 3: 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

Module 4: Methodology Overview

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

Module 5: 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

Module 6: Creating Innovative IT Solutions

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

Day 3: Business of IT

Module 7: 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

Module 8: IT Vendor Management

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

Module 9: IT Internal Client Service

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