Technical Leadership: Business, Strategic, and Operational Value

Course Summary

Description

Technology has moved beyond a business necessity to a clear business advantage for those who operate effectively. Success requires a balance among the many demands placed on IT leadership. World class IT operations happen only when there are close trusted relationships fused between business users and IT service delivery team. This course teaches you the techniques and strategies of how to accomplish this daunting reality – effectively bridging the Business/IT chasm and making IT that first-class trusted advisor.

By integrating the technical, management, and economic perspectives of any situation, technical leaders make better decisions and avoid costly mistakes. This paradigm-based program introduces architects to the key practices of technical leadership using a practical, “hands on” approach that leaves them able to immediately apply what they have learned and be more productive.

Objectives

At the end of this course, students will be able to:

- Have business case understanding and alignment with strategic objectives
- Have better control of IT projects in support of business goals
- Have metrics-based control of analysis, design, and implementation to produce more reliable results
- Understand strategic, economic, and operational paradigms to augment technical skills
- Have a clear sense of goal competencies for technical leaders
- Have a better business practices applied to technical expenditures of time, effort, and budget

Topics

- Bridging the Divide
- Identifying Weaknesses
- Improving the Trust
- The Human Side

Audience

This class is designed for IT Managers, Enterprise Architects, Business Users, and Emerging Leaders. Students should come with an open mind, from either the IT or Business Side. Most participants bring 4-5 years direct experience leading or supporting IT business applications from a technical or functional background.

Prerequisites

There are no prerequisites for this course.

Duration

Five days

Due to the nature of this material, this document refers to numerous hardware and software products by their trade names. References to other companies and their products are for informational purposes only, and all trademarks are the properties of their respective companies. It is not the intent of ProTech Professional Technical Services, Inc. to use any of these names generically

Technical Leadership: Business, Strategic, and Operational Value

Course Outline

I. Bridging the Divide
- A. History and Overview: The Successes and the Shortcomings
- B. Business Users Perspective of IT
- C. "A Variety of Leading EA Models to Choose From…"
- D. IT's Perspective of Business Users
- E. Top of Mind Issues
- F. Security
- G. Reusability
- H. Flexible Architecture
- I. Standardization
- J. Cost Control
- K. Forecasting and Decision Making
- L. Growth and Innovation
- M. The Expectations versus Capabilities Match-up
- N. Exercise: Writing the Business Case for an IT project
- O. Introduction to the Alignment Principles
- P. Key Factors: Organization/Culture, Service Delivery, Trust/Relationship

II. Identifying Weaknesses
- A. Pain Point Capture and Analysis
- B. Stakeholder Analysis
- C. Why IT overspends, overpromises, and Under-delivers
- D. Exercise Two: Adding More Value to A Current Application
- E. Business/IT Capability Alignment
- F. Business SLA and IT SLA Alignment Model

III. Improving the Trust
- A. Soliciting Involvement: Socializing, Participating, Collaborating
- B. Building Business Partner Synergies
- C. Respect and Value among Senior Executive Leadership
- D. Exercise Three: Rethinking the Competitive Edge for Market Capture
- E. IT Character Shifts: Business Savvy/IT Acumen
- F. Acquiring the Trusted Advisor Approval

IV. The Human Side
- A. Focus on the Power User
- B. The Role of Business Analysts
- C. Group Activity: "Valid or non-Valid Business Issue"
- D. Individual Achievement Goals
- E. Exercise Four: Collaborating between IT and Business Inputs
- F. Skill and Professional Development
- G. Action Plan for Personal and Departmental Growth

Due to the nature of this material, this document refers to numerous hardware and software products by their trade names. References to other companies and their products are for informational purposes only, and all trademarks are the properties of their respective companies. It is not the intent of ProTech Professional Technical Services, Inc. to use any of these names generically