

Information Technology Management and Leadership Professional (ITMLP)

Course Summary

Description

To help companies compete, drive innovation, and enhance profitability in today's digital transformational age, technologists are being asked to step out of their comfort zone and become leaders, managers, and savvy businesspeople. You can and should be one of these transformative IT leaders.

The ITMLP Certification workshop contains a collection of key IT topics designed to increase the effectiveness of soon-to-be, new, and experienced first-line IT Managers, by:

- 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.

This workshop is not a replacement for your company's New Manager Training classes. It is designed to provide complementary topics specifically related to the IT management profession.

Topics

- Technical Leadership
 - Life as a Technical Manager
 - Leading Virtual IT Teams
 - Influence-Based Technical Leadership
- IT Methodology and Innovation
 - Methodology Overview
 - IT Megatrends
 - IT Manager's Perspective on Cybersecurity
- Business of IT
 - IT Funding and Cost Center Management
 - IT Vendor Management
 - IT Internal Client Service

Audience

This course is designed for soon-to-be, new, and experienced first-line IT Managers.

Prerequisites

There are no prerequisites for this course.

Duration

Three days

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Course Outline

- I. *Technical Leadership*
 - A. Life as a Technical Manager
 - 1. Characteristics of Successful IT Managers
 - 2. Making Technical Decisions
 - 3. Managing Multiple Projects
 - B. Influence-Based Technical Leadership
 - 1. Bloom's Core Influence Characteristics
 - 2. Situational Influence
 - 3. Cialdini's Six Principles of Influence
 - 4. Cohen-Bradford Influence Currencies
 - 5. Using Influence Within an IT Context
 - C. Managing Hybrid and Virtual IT Teams
 - 1. Hybrid and Virtual Challenges
 - 2. Hybrid and Virtual Leadership Best Practices
 - 3. Task Type Needs
 - 4. Virtual Task Assignment
 - 5. Personality Types
 - 6. Communication Strategies
- II. *IT Methodology and Innovation*
 - A. Methodology Overview
 - 1. Waterfall
 - 2. Agile/Scrum
 - 3. IT Infrastructure Library (ITIL)
 - 4. Lean IT
 - 5. DevOps
 - B. IT Megatrends
 - 1. Digital Transformation / Digital Strategy
 - 2. Virtual and Augmented Reality
 - 3. Internet of Things (IoT)
 - 4. Big Data
 - 5. Machine Learning
 - 6. 3D Printing
 - 7. DevOps
 - 8. Cybersecurity and Privacy
 - 9. Other Key IT Trends
 - C. IT Manager's Perspective on Cybersecurity
 - 1. Attack Type Examples
 - 2. Types of Cybersecurity Activities
 - 3. The Cybersecurity/AI Connection
 - 4. Common Cybersecurity and Privacy Frameworks
 - 5. NIST Cybersecurity Framework
 - 6. Three Pillars of Cybersecurity
 - 7. Cybersecurity Maturity Models
 - 8. CIA Triad of Information Security
- III. *Business of IT*
 - A. IT Funding and Cost Center Management
 - 1. Project/Production Team Mathematics
 - 2. Components of your budget
 - 3. IT funding and allocations
 - 4. Annual budget process
 - 5. IT budget issues and tips
 - B. IT Vendor Management
 - 1. Providers and strategic partners
 - 2. Considerations when selecting a vendor
 - 3. Vendor management life cycle
 - 4. Vendor oversight
 - 5. Outsourcing and cloud considerations
 - C. IT Internal Client Service
 - 1. User Experience
 - 2. Internal Client Service Concepts
 - 3. Managing Client Satisfaction
 - 4. Managing Client Expectations
 - 5. Measurement and Prioritization

