

Essential IT Management

Effectively Managing and Leading IT

Who Should Attend?

- √ *IT managers,*
- √ *Supervisors,*
- √ *business systems teams,*
- √ *systems analysts,*
- √ *development professionals*
- √ *managers who want to know what IT faces today*

IT management today is under considerable pressure to perform. That performance has many facets not the least which are to deliver services, control costs and protect the IT assets of the enterprise. So the job of IT Management has become more complicated. At the same time there are many tools and techniques for dealing with the management issue faced by IT

What should an IT manager know to effectively manage

IT? Many of the basic rules applied across the enterprise regarding how to manage are also applied to IT. Service agreements are being put in place and business management expects to hear about alternative approaches to delivering applications.

IT is in a continual state of change with the focus on standardization and common use of assets. Pressures exist to manage staff, outsource, replace or 'down skill' the staff. Managing can be quite a challenge in such an environment.



The focus in this course is on understanding what has been changing in IT, what the current thinking is and what might happen in the near future that requires attention of today's IT managers

Learning Outcomes

Here's what you can expect to learn in this dynamic, hands-on course:

- Explain the techniques of IT management and leadership to define the services for core IT functions
- Develop a security plan for using the cloud and protecting critical business data
- Compare the needs of each core IT function for assigning proper resources and skills
- Create effective leadership goals for IT managers
- Design an effective change management plan for IT as a response to business changes and the impact on IT
- Differentiate the needs of mobile, on-line and web options for the business

Setting the Direction for IT



Managing IT Infrastructure

- A short history of IT – very short
- IT governance and the IT manager
- Core IT performance metrics
- Typical IT organization structures
- Business expectations of IT

Discussion: IT as a Commodity

Management Roles in IT

- The CIO role
- The manager role
- The supervisor
- Project management roles
- Administering versus managing IT
- The strategic role versus the management role

Exercise: The IT Manager Profile

Leadership in IT

- Leadership issues today
- Characteristics of good leaders
- IT staff performance
- Alternate structures and roles
- Hiring quality people
- Business outsourcing and IT
- Supporting the knowledge process outsourcing approach

Exercise: Should you outsource operations?



Learning Benefits

Upon completing this course, you'll be able to:

- Use the techniques of IT management and leadership to define the services for core IT functions
- Prepare effective and useful project plans for IT projects
- Analyze the needs for business and IT systems to enable the digitized enterprise
- Illustrate a method for practical and useful customer relationship management of business and IT services
- Define an effective and efficient approach to tracking and administering the performance measures of IT,

Managing IT

Managing Development

- The project idea
- Identifying and ranking needs
- Modifications to existing systems
- The system development life cycle
- The application life cycle
- The world of services and service architecture
- New development approaches... agile, lean and essential

Exercise: A Service Ranking Approach

Managing User Support

- The CRM concept for IT
- Outsourcing the help desk
- Analysis support
- Training of users
- Learning management

Demonstration: An Expert System for the Support Desk

Managing Operations

- IT as the steward of infrastructure
- IT operations performance
- Staffing for quality
- Outsourcing operations
- Operational excellence
- SLA and SLM responsibilities

Exercise: Defining an SLA



Infrastructure, Access, Projects

Managing IT Infrastructure

- Infrastructure planning
- IT Architectures and business architectures
- Infrastructure performance
- Technical and usage performance
- Infrastructure life cycle
- IT Benchmarking

Exercise: Interpreting IT Benchmark Results

The Intersecting Worlds of IT, Mobile and On-line Access

- Content management
- Indirect measures for marketing
- E-commerce measures
- Issues with tracking online performance
- Requirements review and impact

Exercise: Measuring Content Management Performance

Project Management

- Types of IT projects
- New project types BI, Websites etc.
- Keeping the project on track
- Planning the project
- Reporting on progress

Demonstration: Using the Scorecards and Dashboards for IT

Change, Performance and Security

Managing IT Change

- The drivers of IT change
- What needs to change?
- Making change happen
- Objectives and goals
- Methods, Techniques and Key tasks
- Barriers and accelerators for change

Exercise: Dealing with IT Change Crises

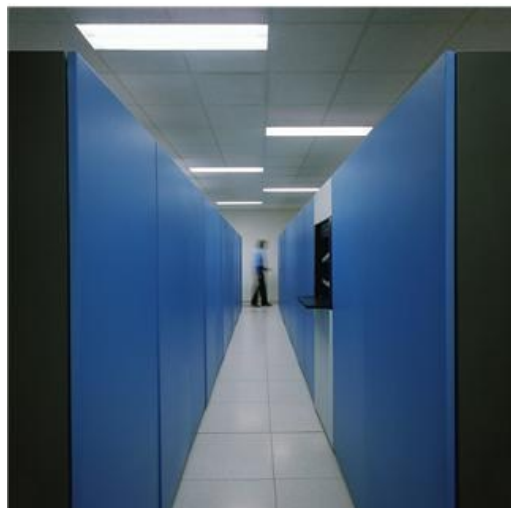
IT Security and the Cloud

- Protecting data
- Risk management and mitigation
- Internal cloud security
- External cloud security
- Identity management
- Security policies and procedures
- Fraud and cyber crime

Exercise: A risk management profile

IT Performance Management

- What to measure and why - Types of measures
- Data analysis and interpretation, charts, graphs, indicators and indices
- Tracking IT performance levels and goals



- Measures for solution delivery
- Application portfolio management and performance
- IT as a service – what to measure
- Delivering quality service

Final Questions and Answers



Knowledge Consultants, Inc. is a professional services firm founded in 1984. KCI provides consulting and professional education services. With over 30 courses taught worldwide, KCI provides the opportunity to develop core strengths in the following certification areas:

- Process Management
- IT Management
- Business Performance Management
- Business Analysis
- Analytical Techniques for Business
- Business and IT Architecture

KCI has expanded its training and consulting efforts internationally into Europe, Southeast Asia and the Middle East. KCI has an outstanding list of current and past clients including many of the Fortune's 100 companies.

Meet the Expert Gil Laware

Gil Laware is a partner with Knowledge Consultants, Inc. and has over 30 years of engagement as a business and technical consultant to Global 100 and 500 corporations in cloud computing (Internet) applications, financial services, governmental services, manufacturing, professional services, telecommunications, and transportation.

He is the president of Information By Design, LLC, a cloud-computing company. He has been an associate professor (Purdue University) and graduate adjunct (Iona College) for 15 years, and has published over 50 papers in professional and industry journals.

Gil has been a business advisor for the US National Institute of Standards, a guest lecturer, and seminar teacher on topics and methodologies for enterprise architecture and business analysis, data management, business process analysis and metrics, business process redesign, business performance management, project management, enterprise architecture, data architecture and IT management.

Gil has served on the Board of Directors of DAMA International and currently serves on the DAMA Foundation Board. Gil has earned a bachelor degree and two masters degrees.



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