

## Course duration

- 3 days

## Course Benefits

- Enhance your current job performance and position yourself for a promotion
- Accelerate upward mobility
- Gain a seat at the business strategy/decision making table
- Understand the business of IT
- Foster innovation, resiliency, and productivity

### Available Delivery Methods

#### **Public Class**

Public expert-led online training from the convenience of your home, office or anywhere with an internet connection. Guaranteed to run .

#### **Private Class**

Private classes are delivered for groups at your offices or a location of your choice.

## Course Outline

1. Thinking Like a CIO
  1. Knowledge Gathered
  2. Insights Gained
  3. Changes in Perspective
  4. Actionable Items
2. IT's (and Your) Four Roles in the Organization
  1. Observer
  2. Requestor
  3. Implementor
  4. Leader
3. Living in a Waterfall, Agile, Wagile World
  1. Methodological Differences
  2. Political and Leadership Issues
  3. Effect of Leading Edge Technologies
  4. Dealing with Distance, Time and Culture
  5. Communication Flash Points

6. Project Coordination Issues
7. Job and Skill Implications
8. Mixed Methodology Action Plan
4. IT as an Agent of Change
  1. IT Drivers of Change
  2. Traditional Change Methodologies
  3. ERICA IT Change Framework
5. IT Strategic Planning and Thinking
  1. Strategic Thinking within IT
  2. Organizational Thinking
  3. Strategic Thinking Process
  4. Strategic Planning Process
6. IT and Organizational Productivity
  1. Key Productivity Concepts
  2. Productivity Enablers
  3. Creating an IT Productivity Culture
  4. Productivity Amplifiers
  5. The Productivity Pyramid
7. IT Governance
  1. Governance
  2. Risk management
  3. Compliance
  4. Key Governance Questions
  5. IT Governance Best Practice
8. Fostering IT Innovation
  1. Enablers and drivers of IT Innovation
  2. Design Thinking
  3. Divergent and Convergent Problem Solving
  4. Repurposing your Intellectual Property
  5. Innovation opportunities within IT
9. IT Bench Strength and Resiliency
  1. Building Your Bench
  2. Formal and Informal Training
  3. Mentoring Your Team
10. IT Project and Vendor Negotiating
  1. Negotiation styles
  2. Negotiation preparations
  3. Negotiating Strategies
  4. Dealing with difficult tactics

## Class Materials

Each student will receive a comprehensive set of materials, including course notes and all the class examples.

