

Certified IT Manager

Course content

IT Strategy

- The need for IT
- Enterprise Architecture
- Service catalogue
- Service level management
- Sustainable development

IT Organization

- Personnel need
- Roles and responsibilities
- Sourcing
- Selection process
- Hiring staff
- Managing staff
- Career planning
- Training / job rotation
- Performance appraisal
- Staff departures

Vendor Selection and Management

- Vendor selection
- RFI
- RFP
- Proposal evaluation
- Vendor reference checks
- Contract negotiation
- Contract management
- Vendor management
- Recompete vendors

Project Management

- Methodologies
- Project organization
- Starting-up / initiating
- Planning / initiating a project
- Risk
- Quality
- Scope
- Work / Product Breakdown Structure
- Scheduling
- Cost
- Communication

Application Management

- Software Development Life Cycle (SDLC)
- Software Quality Assurance (SQA)
- Requirements
- Development
- Testing
- Adoption (implementation)
- Maintenance

Service Management

- Problem management
- Change management

Business Continuity Planning

- Resources
- Relocation of staff
- Information requirement
- Backup strategies
- Site selection
- Business Continuity Plan
- Test and exercise

- Test review, report and follow-up
- Monitoring and review

Risk Management

- Guidelines
- Context establishment
- Identification
- Analysis
- Evaluation
- Treatment
- Communication
- Monitoring and control

Information Security Management

- Standards
- Confidentiality
- Integrity
- Availability
- Controls types
- Guideline for controls selection
- Control categories
- Information security awareness
- Security incident response

Information and Knowledge Management

- Information management
- Data management
- Information management technologies
- Business intelligence
- Best practices and pitfalls in data governance

Business Change Management

- Frameworks
- Business Relationship Management (BRM)
- Objectives

- Life cycle activities
- Customer relationship
- Building the business
- Alignment

Technology Trends

- Research and Development
- Blockchain
- Big Data
- Artificial Intelligence

Quality Management

- Standards and guidelines
- Objectives and activities
- Services review
- Customer feedback
- Surveys
- Key Performance Indicators (KPIs)
- Metrics
- Scorecards and reports
- Quality register