

## **BCS Practitioner Certificate in Being an IT Business Partner**

### **Module 1: Introduction to IT Business Partnering**

- The role of IT Business Partnering in modern organizations
- The skills and competencies required to be an effective IT Business Partner
- The key challenges facing IT Business Partners and how to overcome them

### **Module 2: Understanding Business Strategy and Planning**

- The process of developing a business strategy
- How to align IT strategy with business strategy
- The importance of business planning and forecasting

### **Module 3: IT Governance and Management**

- The principles and frameworks of IT governance and management
- How to ensure compliance with relevant laws, regulations and standards
- The role of IT in managing risk and ensuring business continuity

### **Module 4: Relationship Management and Communication**

- The importance of building strong relationships with business stakeholders
- Effective communication techniques for IT Business Partners
- Managing conflicts and resolving disputes

### **Module 5: Business Analysis and Requirements Management**

- Techniques for conducting business analysis and gathering requirements
- How to prioritize and manage requirements
- Ensuring that IT solutions meet business needs and add value

### **Module 6: IT Project and Programme Management**

- The principles and methodologies of IT project and programme management
- How to manage project risks and issues
- The importance of effective project governance and stakeholder management

### **Module 7: Business Change Management**

- The process of managing business change
- Techniques for assessing change readiness and managing resistance
- How to ensure successful adoption of new processes and systems

#### **Module 8: Service Management and Delivery**

- The principles and best practices of IT service management
- How to manage service levels and customer satisfaction
- Ensuring service delivery meets business requirements and expectations

#### **Module 9: IT Financial Management and Commercial Awareness**

- The basics of IT financial management and budgeting
- Understanding commercial and procurement processes
- How to manage vendor relationships and negotiate contracts

#### **Module 10: Personal and Professional Development**

- Techniques for personal and professional development as an IT Business Partner
- Developing leadership skills and managing teams
- Building a personal brand and networking effectively