Essential IT for Non-IT Professionals

Course Duration: 16 Hours (2 Days)

Overview

The "Essential IT for Non-IT Professionals" course is designed to bridge the gap between IT and non-IT professionals by providing a comprehensive understanding of IT's role within an organization, effective governance, and fostering effective communication and collaboration with IT teams. This course will empower learners to make informed decisions, design IT-enhanced processes, and lead digital transformation efforts. Module 1: Where IT is going, where it fits into an organization, and how to govern it well - This module provides insights into the evolving landscape of IT and its strategic role in business success, emphasizing the importance of good governance. Module 2: How to think and talk differently with IT professionals - Learners will acquire the language and mindset needed to communicate effectively with IT colleagues, breaking down barriers between departments. Module 3: How to work with IT professionals to make better decisions - This module offers strategies for collaborating with IT staff to drive better organizational outcomes. Module 4: How to design processes to use IT better - Participants will learn how to streamline business processes by leveraging IT solutions, enhancing efficiency and productivity. Module 5: How to drive transformational change throughout an organization - The final module equips learners with the skills to lead change initiatives, utilizing IT as a catalyst for innovation and growth. By mastering these concepts, non-IT professionals will enhance their IT literacy, improve Cross-functional collaboration, and contribute to Strategic decision-making within their organizations.

Audience Profile

Essential IT for Non-IT Professionals" is a course designed to bridge the gap between IT and non-IT staff, fostering better collaboration and understanding.

- Business Analysts
- Project Managers
- Operations Managers
- Marketing Professionals
- Sales Executives
- HR Managers
- Finance Professionals
- Administrative Staff
- Entrepreneurs and Business Owners
- Management Consultants
- Customer Service Managers
- Supply Chain and Logistics Coordinators
- Compliance and Risk Officers
- Product Managers

- Educational Professionals and Administrators
- Legal Professionals seeking IT awareness
- Nonprofit Organization Leaders
- Healthcare Administrators and Managers
- Government Officials and Policymakers

Course Syllabus

Session 1: Introduction to IT in Organizations (2 hours)

- Overview of IT and its evolution
- The role of IT in modern organizations
- Emerging IT trends (e.g., Cloud Computing, AI, Big Data)
- Case Study: Successful IT integration in businesses

Session 2: IT Governance for Non-IT Executives (2 hours)

- Importance of IT governance
- IT governance models and frameworks (e.g., COBIT)
- Roles and responsibilities of non-IT executives in IT governance
- Interactive Activity: Evaluating IT governance structures

Session 3: Effective Communication with IT Professionals (2 hours)

- Common IT terminology for executives
- Bridging the communication gap between IT and non-IT departments
- Strategies for collaborating with IT teams
- Role-Playing Activity: Non-IT to IT communication scenarios

Session 4: Decision-Making with IT Insights (2 hours)

- How IT data enhances decision-making
- Tools for extracting and utilizing IT data
- Aligning IT decisions with business goals
- Case Study: IT-driven decision-making in business growth

Session 5: Designing Processes to Utilize IT Effectively (2 hours)

- Introduction to IT-enabled business processes
- IT automation and workflow streamlining
- Process improvement using IT tools (e.g., ERP systems)
- Group Activity: Mapping business processes with IT solutions

Session 6: Driving Organizational Change Through IT (2 hours)

- The role of IT in transformational change
- Change management strategies for IT projects
- Case Study: IT as a driver of organizational transformation
- Discussion: Overcoming resistance to IT changes in organizations

Session 7: IT Risk Management for Executives (2 hours)

- Identifying IT risks and vulnerabilities
- IT risk management strategies and frameworks
- Legal and compliance considerations in IT
- Interactive Exercise: Developing an IT risk management plan

Session 8: The Future of IT in Business (2 hours)

- Exploring next-generation IT technologies
- Digital transformation and innovation in organizations
- Preparing your organization for IT advancements
- Final Q&A and Wrap-Up