

Information Technology Management and Leadership Professional (ITMLP) Certification (ITL133) (3 Day)

The ITMLP® Certification Boot Camp workshop is designed specifically for current and aspiring first-line IT managers seeking to enhance their effectiveness and leadership skills in the IT field. This intensive program focuses on expanding participants' understanding of IT, exploring strategies to enhance user support and satisfaction, providing insights into the latest innovations and trends in technology, and discussing the application of IT best practices. It is important to note that this workshop serves as a supplement to traditional new manager training programs, offering specialized content that is pertinent to the IT management profession.

Developed by an experienced Chief Information Officer (CIO) and endorsed by a board of senior IT industry executives, the ITMLP® certification signifies that its holders possess a thorough and industry-recognized level of knowledge. While attendance at this workshop is not mandatory for certification, participants who choose to undertake the optional IT Management and Leadership certification exam benefit from its flexible and comprehensive format.

Students take the certification exam, which includes multiple-choice, true/false, and short-answer questions, at the end of the course, and all fees are included with your registration. Successful candidates receive their certification and a framed certificate, underscoring their readiness to contribute effectively to their organizations as IT leaders.

COURSE BENEFITS

- Gain a deeper understanding of essential IT concepts and management techniques.
- Learn strategies to enhance user support and satisfaction in IT roles.
- Stay updated on the latest technological innovations and trends.
- Apply best practices in IT management to improve organizational effectiveness.
- Prepare thoroughly for the IT Management and Leadership certification exam.
- Earn the ITMLP Certification.

COURSE OUTLINE

Life as a Technical Manager

- Characteristics of Successful IT Managers
- Making Technical Decisions
- Managing Multiple Projects

Influence-Based Technical Leadership

- Bloom's Core Influence Characteristics
- Situational Influence
- Cialdini's Six Principles of Influence
- Cohen-Bradford Influence Currencies
- Using Influence Within an IT Context

Managing Hybrid and Virtual IT Teams

- Hybrid and Virtual Challenges
- Hybrid and Virtual Leadership Best Practices
- Task Type Needs
- Virtual Task Assignment
- Personality Types
- Communication Strategies

Methodology Overview

- Waterfall
- Agile/Scrum
- Kanban
- IT Infrastructure Library (ITIL)
- Lean IT
- Scaled Agile Processes

IT Megatrends

- Reasons to Implement a New Technology
- New Technology Selection and Implementation Process
- Moore's Technology Adoption Life Cycle Curve
- Garner's Technology Hype Cycle
- AI/ML and CI/CD
- Edge Computing
- Digital Twin Technologies
- Robotic Process Automation (RPA)
- Rise of quality end-user computing
- Artificial Intelligence (AI)
- Other Key IT Trends

IT Manager's Perspective on Cybersecurity

- Attack Type Examples
- Types of Cybersecurity Activities
- The Cybersecurity/AI Connection
- Common Cybersecurity and Privacy Frameworks
- NIST Cybersecurity Framework
- Three Pillars of Cybersecurity
- Cybersecurity Maturity Models
- CIA Triad of Information Security

IT Funding and Cost Center Management

- Project/Production Team Mathematics
- Components of your budget
- IT funding and allocations
- Annual budget process
- IT budget issues and tips

IT Vendor Management

- Providers and strategic partners
- Considerations when selecting a vendor
- Vendor management life cycle
- Vendor oversight
- Outsourcing and cloud considerations

IT Internal Client Service

- User Experience
- Internal Client Service Concepts
- Managing Client Satisfaction
- Managing Client Expectations
- Measurement and Prioritization