

## Information Technology Management and Leadership Executive (ITMLE)

### Course Summary

#### Description

The IT Management and Leadership Executive (ITMLE®) Certification class is ideal for seasoned IT Managers and IT Directors (Managers of Managers) wanting to enhance their current job performance, position them for promotion, accelerate their upward mobility, and get a seat at the business strategy/decision-making table.

This three-day, high-energy, high-interaction, high-content workshop is designed to help prepare mid-level IT executives at large IT shops for higher levels of management responsibility and help CIOs of smaller IT shops enhance the value of IT to the organization it serves. The ITMLE® certification exam and one-year access to our “IT Leadership Growth Library” is included at no additional cost.

Upon completion of the IT Management and Leadership Professional (ITMLE®) Certification class, students will be able to:

- Widen their knowledge of the “Business of IT”
- Enhance their IT strategic planning and thinking effectiveness
- Better understand and define the role of IT within the organization
- Establish a culture of coaching and mentoring within their team
- More effectively select, negotiate, and manage vendors
- Enhance their ability to implement change within IT and their user community

#### Topics

- Knowledge, Methodology, Change
- Process, Productivity, Governance
- Innovation, Staff Growth, Negotiation

#### Audience

This course is ideal for seasoned IT Managers and IT Directors (Managers of Managers)

#### Prerequisites

There are no prerequisites for this course.

#### Duration

Three days

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### Course Outline (cont'd)

#### *I. Knowledge, Roles, Methodology, and Change*

- A. Thinking Like a CIO
  1. Knowledge Gathered
  2. Insights Gained
  3. Changes in Perspective
  4. Actionable Items
- B. IT's (and Your) Four Roles in the Organization
  1. Observer
  2. Requestor
  3. Implementor
  4. Leader
- C. 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
- D. IT as an Agent of Change
  1. IT Drivers of Change
  2. Traditional Change Methodologies
  3. ERICA IT Change Framework

#### *II. Process, Productivity, and Governance*

- A. IT Strategic Planning and Thinking
  1. Strategic Thinking within IT
  2. Organizational Thinking
  3. Strategic Thinking Process
  4. Strategic Planning Process
- B. IT and Organizational Productivity
  1. Key Productivity Concepts
  2. Productivity Enablers
  3. Creating an IT Productivity Culture
  4. Productivity Amplifiers
  5. The Productivity Pyramid
- C. IT Governance
  1. IT Governance

- 2. IT Demand Governance
- 3. IT Risk management
- 4. IT Compliance
- D. Data Governance
  1. Data Governance Challenges
  2. Data Quality and Completeness
  3. Data Quality Dimensions
  4. Causes of Data Issues
  5. Data Governance Groups

#### *III. Innovation, AI, Staff Growth, and Negotiation*

- A. 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. Building an Innovation Pipeline
  6. IT Innovation and Implementation Life Cycle
- B. IT Leadership's Role in AI
  1. AI Techniques, Types, and Functionality
  2. IT-Specific AI Internal Uses and Benefits
  3. Key IT Leadership Questions About AI
- C. Coaching, Mentoring, and Team Development
  1. Managerial and Technical Skill Enhancement
  2. Formal and Informal Training
  3. Mentoring Your Team
  4. 5D Coaching Process
  5. Virtual Motivation, Engagement and Wellbeing
- D. IT Project and Vendor Negotiating
  1. Negotiation styles
  2. Negotiation preparations
  3. Negotiating Strategies
  4. Dealing with difficult tactics