

# PROFESSIONAL IT MANAGEMENT

TRAINING COURSE OUTLINE



**APEX**  
GLOBAL



## Introduction

The practical IT Management training course provides participant with the typical knowledge, skills, and practical management situations with the tools instructed in detail by the instructor. Participant is confident and pro-active to implement any management ideas or requirements of the organization.

The course develops with the series workshops to help participants apply the knowledge and the techniques to resolve the case study.

## Duration

4 – days workshop

## Learning Objectives

**By the end of this course participants will be able to:**

- ❖ Understand the clearly the IT functions, the role and responsibility, the competency needs to successful for who are IT managers.
- ❖ Develop IT strategic directions and projects with short-term, medium-term and long-term business strategies.
- ❖ Understand the best practice to manage the IT project success.
- ❖ Understand the good ways to indentify the asset, how to manage the asset to reduce the risk in management.
- ❖ Practice the good way to IT budgeting for year, for project.
- ❖ Improve the skills to organize IT organization, develop people, choose technology, build processes, policies, and control as well the daily activities.
- ❖ Understand the good way to organizate the Service Desk effective with the bussiness context.
- ❖ Building a successful leadership and talent development to align with business goals.

## Target Audience

**This course is intended for those as below:**

- ❖ IT Manager
- ❖ Deputy IT Manager
- ❖ IT Operation Manager
- ❖ IS / MIS Manager
- ❖ Infrastructure Manager
- ❖ Security Manager

- ❖ Change Manager
- ❖ Program Manager / Software Development Manager
- ❖ IT Service Manager
- ❖ Application Manager
- ❖ Head of IT / IT Director
- ❖ Anyone who would like learning and practice IT Management

## **Training contents**

### **Module 1: IT Function**

IT functions are becoming an essential function of enterprises when IT is being applied to most businesses' activities. Understanding the role and maturity levels of the IT system, the corresponding compulsory skills will help managers implement and effectively manage IT systems and create competitive advantages for businesses.

### **Module 2: IT Strategic Plan**

Effective management of IT strategy is essential to ensure the success of IT organizations. Strategic planning is focus on the strategic thinking, business strategy alignment, decision-making and planning in order to provide overall direction to your organization and how the objectives will be achieved. It is essential to keep up to date with the latest models and best practice to help you become an effective IT strategist.

### **Module 3: IT Project Management**

IT projects are very specific, to ensure the deployment of an IT project management system requires the construction of a project management framework that is particularly relevant to the specifics of the Framework business with integrated processes and methods, techniques and tools, practices that organizations use to manage the modern Information technology projects.

### **Module 4: IT Service Desk**

The service desk is a vitally important part of an IT organization. It is a part of operation strategy and the value of an effective service desk should not be underestimated – a good service desk can often compensate for deficiencies elsewhere in the IT organization. IT service desk organization is depending upon the type of business, number of users, geography, complexity of calls, scope of services and many other factors. In alignment to customer and business requirements, the IT organization's senior managers should decide the exact nature of its required service desk and how to make the desk an attractive place to work to improve staff retention.

## **Module 5: IT Asset Management**

IT asset is an important element in a business strategy enabling cost control, financial and operational risk reduction and improved business value in the IT asset lifecycle, including all aspects of hardware and software used in an organization. The asset management system must clearly define the role of roles and workflow interactions between stakeholders and ensure compliance with financial principles, contracts and company policies.

## **Module 6: Information Security Management**

Information is the lifeblood to all organization. To ensure information is safe from the risks of illegal exploitation (both internal & external), it is required that enterprises have an information security management system. This module focuses on steps to build an information security management system, develop policies, systematize risk management processes, asset classification and risk assessment, awareness training and continue continuous improvement.

## **Module 7: IT Budgeting**

Standardizing the principle of building and managing IT budgets is very important. Ensure that the respective roles are involved in the process of building and managing IT budgets. Develop mechanisms for managing IT and budget investment budgets IT operation to ensure optimization of investment costs and profitability of IT investments.

## **Module 8: IT Organization**

An appropriate organizational structure will be the foundation for building and managing an effective IT department. In order to build an organizational structure, it is necessary to clearly define the principle of building organizational structure, reporting mechanism, identifying positions and tasks, building necessary knowledge and skills for each position.

## **Module 9: Leadership & Talent Development**

Identify personal leadership styles to lead the IT department. Choosing different styles will suit each specific time and object.

Employee development is one of the most important aspects of leadership. Employee development includes the process of understanding and identifying employees' needs, developing staff development plans that are aligned with the department and business goals. Develop a review mechanism to promote and motivate employees' contributions.