

KnowledgeConsultant Inc

Strategic IT Manager

Getting To C Level

Who Should Be On-Board?

- *CEOs, CFOs and new CIOs,*
- *General Managers*
- *Finance Directors and Managers*
- *Management Consultants*
- *Strategic Development Directors and Managers*
- *Planning Managers, Strategic Planning Directors*
- *Corporate Planning Directors*
- *Organizational Development Directors and Managers*
- *Business Analysts*
- *Business Development Directors and Managers*

Managing IT today has never been more interesting or full of challenges. On one extreme IT is viewed as a commodity, on the other as a strategic weapon. Reality may be anywhere on the spectrum.

New technologies and electronic services impact IT performance and perceptions. Service architectures, cloud computing, electronic services, content management and many current approaches change the computing paradigm. Coupled with this is the increasing

scrutiny of IT, its ability to move with business changes and the risk associated with IT performance..

Performance of an enterprise revolves around the management approach, the definition of the business and a basic understanding how IT contributes and fits into the overall picture. IT is involved whether the

performance interest is operational, strategic, financial or providing data to partners and customers. Strategic IT panning is crucial to making the alignment connection with the business. Assessing that impact assures IT meets it's goals.



Moving IT into the Future – New Advances

The focus of this seminar is on the emerging, changing and evolving relationship of IT with the business. With many new options available to businesses today such as outsourcing, off-shoring, partnering and other IT business models, a great

deal of flexibility and adaptation in making effective use of IT is needed.

Topics in IT management, governance and risk are covered as well as emerging development approaches to delivering solutions to the business.



Knowledge Consultants, Inc.



Chart the Course on Day One!

Introduction: The evolving role of IT

- Course objectives and schedule
- The emerging role of IT today
- Changing role of IT management
- IT and business strategy
- Strategic view and IT

Exercise: Article Review – 6 IT Decisions IT should not make

IT architecture and IT Strategy—many views

- The purpose of architecture
- Architecture frameworks
- Architecture views
- Reference models, ITIL, CoBit, etc
- Architecture compliance and certification

Exercise: The one page architecture

Risk and Value Management

- The value management idea
- Identifying value drivers for IT
- Adding measures to the drivers
- Assessing risk in IT
- Risk issues in IT

Exercise: Identifying drivers of IT value

With outsourcing, off-shoring, partnering and other new business models IT must be flexible and adaptive in mapping and making effective use of technology in the enterprise.

Ensuring Smooth Sailing on Day Two

What People are Saying....

“Frank knows the subject matter very well.”

- Bank Negara Malaysia

“Knowledge learned is immediately applicable to my daily work.”

- Celcom

Strategic IT Planning

- IT planning methodology
- Business strategy setting
- Aligning business and IT
- Assessing the IT plan

Exercise: Setting direction for IT

Technology forecasting for IT

- What is technology forecasting?
- Core forecasting methodology
- Some forecasting problem solving techniques
- Scenario building
- The IT technology inventory
- The restructuring of vendor technology: using suites, hosting, renting, packages, etc

Exercise: Developing a Technology Forecasting Scenario

IT Performance and Dashboards

- Components of IT performance
- KPIs and measuring IT performance

- IT scorecard
- Defining the IT dashboard
- IT performance improvement

Exercise: An IT Performance Dashboard



Looking Towards the Horizon — Day Three

Cloud computing and software services

- Defining cloud computing today
- Virtualization
- The benefits of cloud computing
- Open standards and cloud computing
- Software, platforms and infrastructure as services
- The SOA concept to support services

Exercise: Setting the cloud computing strategy

Electronic Services—the hidden user of IT capability

- Types of electronic services
- E-business and E-government
- New users of IT
- The rise of the kiosk
- Managing content

Exercise: Identifying new service needs and content management

Social software and IT today

- Issues in services
- Using YouTube for marketing
- Problems with social software
- Knowledge and social software
- The WIKI approach to problem solving
- Using WebEx, GoToMeeting and other face to face methods

Demonstration: Integrating applications with services

Learning Outcomes

- Explain the role of IT with respect to the rest of the organization
- Describe the difference between an IT architecture and a business architecture.
- Identify the risk and exposure of IT to technology and to business change
- Prepare an IT technology forecast covering 5 to 10 years estimated changes and explain it to management
- Describe the implications of cloud computing and electronic services to the performance of the organization and the impact on IT
- Determine what should go on an IT dashboard that best describes IT performance within context of the organization.
- Explain the use of social software in business and the value creation opportunity along with risk
- Define the value proposition for customers related to improved IT performance

Bringing Everything Home to Port on Day Four

IT Governance

- Setting IT policy
- Policy compliance
- Auditing IT compliance
- IT organizational issues
- Evaluating IT

Exercise: Setting IT Policy

Improving IT customer value

- Customer focused IT
- Balanced scorecard approach for IT customers
- Identifying customer needs today
- Increasing IT/customer relationship skills

- Dealing with deployment issues

Exercise: Deploying a New Application

Role of CIO today

- The CIO and IT governance
- Issues facing the CIO
- Organization and politics
- Dealing with corporate culture
- Staffing and *skills* – moving skills to the user

Questions and Answers



KCI

PO Box 7286
Libertyville, Illinois 60048
USA

Phone: 847-543-1225

Respond@knowledgebiz.com

www.knowledgebiz.com

Knowledge Consultants, Inc. is a professional services firm founded in 1984. KCI provides consulting and professional education services. With over 30 courses taught worldwide, KCI provides the opportunity to develop core strengths in the following certification areas:

- Process Management
- IT Management
- Business Performance Management
- Business Analysis
- Analytical Techniques for Business
- Business and IT Architecture



KCI has expanded its training and consulting efforts internationally into Europe, Southeast Asia and the Middle East. KCI has an outstanding list of current and past clients including many of the Fortune's 100 companies.

Meet The Expert — Frank Kowalkowski



Frank Kowalkowski is President and CEO of Knowledge Consultants Inc., a professional services firm founded in 1984 with practice areas in knowledge management, business intelligence, and performance, business and system architectures, supply chain management, and application design and development.

With more than three decades of management consulting and industry experience under his belt, Frank's spectrum of expertise mainly lies in manufacturing, distribution, insurance, financial services and the public sector. He has also played key roles in a wide range of projects, including e-Commerce, Application

Integration, ERP and Supply Chain Management, Benchmarking, Knowledge Management, Artificial Intelligence, Business Performance Measurement, Business and Competitive Intelligence, Technology Deployment, Data Warehousing, and Process Improvement.

Prior to his presidential post at Knowledge Consultants, Inc., Frank was the Director of Consulting for the Spectrum Group, responsible for reengineering consulting, process improvement and operational systems consulting. His engagements also included senior management presentations, audits, assessments, organizational studies, and methodology development and implementation.

In addition to being a keynote speaker at international conferences as well as a conference chair, he has written numerous papers and spoken at conferences on a variety of subjects such as technology forecasting, process analytics and management, business analysis, management disciplines, and enterprise performance management.

Frank is also the author of a 1996 book on Enterprise Analysis and over 70 papers. He is currently working on a BPM book for managers and a new edition of the enterprise analysis book.

Frank focuses on training and consulting efforts internationally in regions such as North America, Europe, Southeast Asia and the Middle East. He has an outstanding list of current and past clients including many of the Fortune's 100 companies; Textron, Royal Bank of Canada, QBE Insurance North America, First Bancorp, Saudi Telecom, DuPont Corporation, Kimberly-Clark Saudi Arabia, Federal Reserve Bank of New York, National Castings, Nuqul Jordan, Koch Oil, Kemper Insurance, BMC Software, United Airlines, Standard Parking, Zain, Outboard Marine Corporation, US Department of Defense, US Department of Transportation and State governments of Minnesota and Florida.

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Knowledgebiz.com**