

IT management and the IT Supervisor



IT management today is under considerable pressure to perform, including managing delivery services, control costs and protect the IT assets of the enterprise. At the same time there are many tools and techniques for dealing with the management issue faced by IT.

Many of the basic rules applied across the enterprise regarding how to manage are also applied to IT. Benchmarking has become more common, service agreements are being put in place and business management expects to hear about alternative approaches to delivering applications.

Benchmarking
Application Development
User Support
Performance Management

Managing can be quite a challenge in such an environment. The focus in this course is on understanding what has been changing in IT, what the current thinking is and what might happen in the near future that requires attention of today's IT managers.

Who should attend? *IT managers, supervisors, business systems teams, systems analysts, development professionals and managers who want to know what IT faces today* •

Quantity and choice of Modules is adjusted to fit the educational needs and time frames

The Effective IT Supervisor

Available Modules

Module 1: IT Management Today

- Introduction and course agenda
- A short history of IT – very short
- What is an assistant manager?
- The IT Supervisor
- Typical IT organization structures
- Business expectations of IT

Discussion – IT as a Commodity

Module 2: Management Roles in IT

- The CIO role
- The manager role
- The supervisor
- Assisting the manager
- Project management roles
- Administering IT

Exercise – The Program Management Office

Module 3: Managing the IT Staff

- Alternate structures and roles
- Budgeting and planning
- Staff performance
- Hiring quality people
- Outsourcing concepts

Exercise – Should you outsource operations?

Module 4: IT Security

- Risk management and mitigation
- Internal security
- External security
- Identity management
- Security policies and procedures

Exercise: A risk management profile

Module 5: Managing development

- The project idea
- Modifications to existing systems
- Ranking needs
- The system development life cycle
- The application life cycle

Exercise – A Service Ranking Approach

Module 6: Managing user support

- The CRM concept for IT
- Outsourcing the help desk
- Analysis support
- Training of users
- Learning management

Demonstration – A Learning Management System

Module 7: Managing Operations

- IT operations performance
- Staffing for quality
- Outsourcing operations
- Operational excellence
- SLA and SLM responsibilities

Exercise – Defining an SLA

Module 8: Project Management

- Types of IT projects
- New project types BI, Websites etc.
- Keeping the project on track

- Planning the project
- Reporting on progress

Exercise – Planning a Website Project

Module 9: Managing IT Infrastructure

- Infrastructure planning
- Architectures
- Infrastructure performance
- Technical and usage performance
- Infrastructure life cycle

Discussion – Infrastructure architecture certification

Module 10: IT Benchmarking

- IT Performance
- Benchmarking automated processes
- Baselines in IT
- Target measures
- IT tools for performance

Exercise – Interpreting IT Benchmark Results

Module 11: IT Standards and approaches

- IT policy, procedures and processes performance
- The ITIL impact and opportunity
- Cobit for governance and security
- Reference models
- Baldrige IT impacts
- ISO impacts

Exercise – Simple Portfolio Analysis – Application Performance

Module 12: IT Performance Management

- What to measure and why - Types of measures
- Data analysis and interpretation, charts, graphs, indicator
- Performance levels and goals
- Measures for solution delivery
- Application portfolio management and performance
- Delivering quality service
- IT as a service – what to measure

Demonstration – Using the Balanced Scorecard for IT

Module 13: Managing IT Change

- The drivers of IT change
- What needs to change? - Making change happen
- Objectives and goals
- Methods, Techniques and Key tasks
- Barriers and accelerators for change

Exercise: – Dealing with IT Change Crises

Module 14: The new world of web/intranet performance

- Content management
- Indirect measures for marketing
- E-commerce measures
- Issues with tracking online performance
- Requirements review and impact

Exercise – Measuring Content Management Performance

Module 15: Latest Trends in IT

- Web directions - the semantic view
- The emerging role of e-commerce
- Service oriented architecture
- Outsourcing applications to the web
- Content management returns

Exercise – Final Question and Answer Period