

Aligning IT with the Business



Managing IT today has never been more interesting or loaded with challenges. Participating in the successful change in an enterprise in the world of globalization, regionalization, new management disciplines and new technologies has become a true challenge for many IT executives. Coupled with this is the increasing scrutiny of IT performance, its ability to move with business changes and the pervasiveness of computing in the enterprise.

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

Who should attend? CEOs • CFOs • General Managers • Financial/Finance Directors and Managers • Management Consultants • Strategic Development Directors and Managers • Strategic Planning Directors and Managers • Corporate Planning Directors and Managers • Directors and Managers of Organizational Development • Planning Managers, Business Analysts • Business Development Directors and Managers •

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

Strategic IT Manager

Available Modules

Section 1: Introduction - The evolving role of IT

Course objectives and schedule
A little IT history and the role of IT today
The changing role of IT management
IT and business strategy
Long wave cycles and IT
The pervasive IT capability
Exercise – Article Review – IT as a Commodity

Section 2: Strategy focused IT

Architecture of a business – thinking in terms of models and systems
Business models
Enterprise analysis – understanding the business
Architectures and business performance
Strategy and business architecture – the key relationship
Exercise – The one page architecture

Section 3: IT architecture and IT strategy – many views

What is an IT architecture?
Architecture frameworks
Architecture views
Infrastructure, strategic and competitive views
Reference models, ITIL, CoBit and others
Architecture compliance and certification
IT and business alignment – an abundance of approaches
Exercise – An architecture inventory

Section 4: Management disciplines and IT

Business models for strategy
Value chain, five forces, etc.
Business models for performance
Balanced scorecard, management value etc.
Business initiatives
Matching business dynamics with IT responses
Business continuity – a key issue today
Exercise – The balanced scorecard strategy relationship

Section 5: Advances and trends in BPM – the IT impact

IT and business operations
Process analysis – the truth of models
Process provisioning – positioning knowledge
Standards – BPMN, BPEL, BPML
Workflow provisioning – Everything old is new again
Demonstration – A simple analysis tool

Section 6: Technology forecasting for IT

What is technology forecasting?
Some forecasting problem solving approaches
Mathematical techniques
Scenario building
A core forecasting methodology
The technology inventory
Exercise – A Technology Forecasting Scenario

Section 7: Value management in IT

The value management idea
Identifying value drivers for IT
Adding measures to the drivers
Assessing impact of change
Relating to strategic business goals
Exercise – Identifying Drivers of IT Value

Section 8: IT Performance Management Today

IT as a service – what to measure
SLA, SLM, etc.
IT policy, procedures and processes performance
Measuring IT performance
Application portfolio management and performance
Technical and functional adequacy
Performance levels and goals
Exercise – The IT Performance Assessment

Section 9: IT Solution Delivery – New approaches to development

A very short history of development
Who should build new applications?
The nine approaches to solution delivery
Application vendors and delivery
Packages and development
Demonstration – An E-Flow Platform for Development

Section 10: The new and evolving web/internet world

The interactive enterprise
Content management
E-commerce and IT
Web performance
The new requirements issues
A different development environment
Exercise – Identifying Interactive Requirements

Section 11: 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

Section 12: Service Oriented Architecture – A new hope?

The SOA concept and promise
The enterprise service bus
SOA techniques of analysis and design
Business impact of SOA and the enterprise service bus
Issues with SOA approaches
Demonstration – Developing and using services

Section 13: IT change management

The drivers of IT change
What needs to change?
Making change happen
Methods, Techniques and Key tasks
Leveraging people and processes
Barriers and accelerators for change
Exercise – Dealing with IT Change

Section 14: The role of the CIO today

The CIO charter
Issues facing the CIO
Organization and politics
Dealing with corporate culture
Staffing and skills – moving skills to the user
Exercise – Creating a CIO Profile

Section 15: Topics in IT Computing

Issues and Trends in IT Management
IT due diligence
High performance computing
The Emergence of Virtual Businesses
Technologies to be concerned with
Questions and Answers