

Information Technology Management and Leadership Professional (ITMLP) Certification Bootcamp

Duration: 3 Days

Price: \$1995

Delivery Options: This live, instructor-led training course is available [remote-live](#).

Students Will Learn

- Characteristics of successful it managers
- How to manage multiple projects
- The challenges of working with virtual teams
- Virtual talent management
- Bloom's core influence characteristics
- Using influence within an it context
- Waterfall and other it methodologies
- IT megatrends, including virtual and augmented reality, big data, DevOps, and others
- How to create innovative it solutions
- The innovation process
- Root cause analysis tools
- Project/production team mathematics
- IT vendor management
- IT internal client service

Course Description

The Information Technology Management and Leadership Institute (ITML Institute) is a leading provider of IT leadership, interpersonal communication and business skills training, as well as the governing body for professional and executive certifications in IT management.

The Information Technology Management and Leadership Professional Certification Bootcamp, created and delivered by the ITML Institute, covers key IT topics and increases the effectiveness of soon-to-be, new, and experienced first-line IT Managers, by widening their knowledge of IT; discussing strategies to maximize user support and satisfaction; providing insights into IT innovation and technology trends; and providing information on the use of various IT best-practices.

This workshop is not a replacement for your company's New Manger Training classes. It is designed to provide complementary topics specifically related to the IT management profession.

This course was developed by an experienced CIO, and then vetted by a board of senior IT industry executives. Those who successfully complete the ITML Professional Bootcamp and

final exam (included) bring credible and validated industry knowledge to the organizations they serve.

Course Prerequisites

IT knowledge and experience as a senior individual contributor, technical lead, or soon-to-be or newer first-line IT manager.

Course Overview

Day 1: Technical Leadership

- Life as a Technical Manager
 - Characteristics of Successful IT Managers
 - Making Technical Decisions
 - Managing Multiple Projects
- Leading Local/Global Virtual IT Teams
 - Virtual Team Challenges
 - Work-At-Home Strategy Implications
 - Virtual Team Status and Profile
 - Team Communication
 - Using Virtual Technologies
 - Cultural Intelligence
 - Virtual Talent Management
- Influence-Based Technical Leadership
 - Bloom's Core Influence Characteristics
 - Situational Influence
 - Cialdini's Six Principles of Influence
 - Cohen-Bradford Influence Currencies
 - Using Influence Within an IT Context

Day 2: IT Methodology and Innovation

- Methodology Overview
 - Waterfall
 - Agile/Scrum
 - IT Infrastructure Library (ITIL)
 - Lean IT
 - DevOps
- IT Megatrends
 - Digital Transformation / Digital Strategy
 - Virtual and Augmented Reality
 - Internet of Things (IoT)
 - Big Data
 - Machine Learning
 - 3D Printing
 - DevOps
 - Cybersecurity and Privacy
 - Other Key IT Trends
- Creating Innovative IT Solutions
 - Thoughts on IT Innovation
 - The Innovation Process
 - Root Cause Analysis Tools
 - Brainstorming Tools
 - Selection and Prioritization Tools

Day 3: Business of IT

- IT Funding and Cost Center Management
 - Project/Production Team Mathematics
 - Components of your budget
 - IT funding and allocations
 - Annual budget process
 - IT budget issues and tips
- IT Vendor Management
 - Providers and strategic partners
 - Considerations when selecting a vendor
 - Vendor management life cycle
 - Vendor oversight

- Outsourcing and cloud considerations
- IT Internal Client Service
 - User Experience
 - Internal Client Service Concepts
 - Managing Client Satisfaction
 - Managing Client Expectations
 - Measurement and Prioritization

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