



INFOCHIEF®

Boost your IT career success more

**PRACTICAL IT MANAGEMENT
SKILLS COURSE**

IT MANAGER



Practical IT Management Skills IT MANAGER

BOOST YOUR IT CAREER SUCCESS!



INFOCHIEF INSTITUTE
TINH NGHE – IT EDUCATION AND SERVICES., Ltd

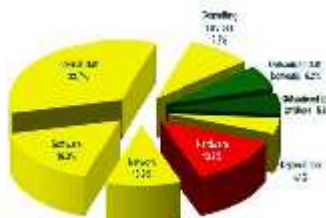
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PRACTICAL IT MANAGEMENT SKILLS – IT MANAGER



WHO SHOULD ATTEND

- i. IT Administrator
- ii. IT Supervisor
- iii. IT Team Leader
- iv. IT Assistant Manager
- v. IT Manager/ IT Director
- vi. Whoever want to be an IT Leader



COURSE OBJECTIVES

- Provide students with core knowledge that they could manage all IT operations. Ensuring success with manager's role in IT organizations.
- Develop IT strategy models such as Service-Process-Organization-Technology (S.P.O.T) in short and long term align with business strategy goal.
- Use, develop the methods and the tools have been designed (IT Manager toolkit) immediately, to help managing better for People – Organization – Process – Technology quickly and easily.

COACH

- Board coach of institute include the Director of Information Center or IT Director (CIO in the domestic and foreign corporation) are practical experience and mind training in IT management skills.

MATERIAL

- Internal documents + DVD IT Manager Toolkit

COURSE DURATION

- 60 hours

STARTING DATE: Early every month.



IT Leadership



PREPARE NOW TO BE AN IT MANAGER OF
FUTURE!

CONTENT OF PRATCIAL IT MANAGEMENT SKILLS – IT MANAGER

<p>Module 1. IT Manager Roles</p> <ul style="list-style-type: none">- The value of IT in business- How the IT support the business- The stages of IT development- Roles & Responsibilities of IT manager- How IT manager to be success- The processes to create value for IT manager	<p>Module 7. Design & Manage IT processes</p> <ul style="list-style-type: none">- Overview of IT process model- The components of process- The characteristics of the process- The rules of standard notation & RACI model- Metrics and process efficiency- Consider how to implement the process
<p>Module 2. Building an IT Strategy</p> <ul style="list-style-type: none">- Distinguish IT strategy & IT plans- 5 objects that need have in IT strategy plan- The steps to build the IT strategy- Survey and Evaluation business- Identify IT strategic roadmap- Strategy project design- Implement and evaluate IT strategic projects	<p>Module 8. IT Budget Development</p> <ul style="list-style-type: none">- IT cost classification- 3 The role of IT Budget- Develop IT operational budgets (Opex)- The IT investments budget plan (Capex)- The rate of return on investment- Development of cost-saving plan- Tools to track and monitor the IT budgets
<p>Module 3. IT Project Planning</p> <ul style="list-style-type: none">- 5 rules to ensure IT project to be success- The constraints in IT Project- Classification based on risks of IT projects- The project stakeholders- The project management- 12 project plans	<p>Module 9. IT Procurement & Investment</p> <ul style="list-style-type: none">- Planning for IT procurement- Develop standard IT equipment procurement- Develop procurement policies & IT investment- Process of technology equipment procurement- Evaluation methods and equipment selection- Evaluate and select suppliers
<p>Module 4. Organise the IT Service Support</p> <ul style="list-style-type: none">- Design rule of IT services- The steps to build IT services catalog- To build the service level agreements (SLA)- Develop the processes to support IT service- Hiring and training IT staff for Helpdesk- The model of services support- Software tools to track support service	<p>Module 10. Develop IT Organization</p> <ul style="list-style-type: none">- The operational mechanism of IT department- 3 Phases of IT department- How to receive a new IT organization- Analyzing IT recruitment needs- Job description and assign the tasks- Develop standard operating procedures- Develop work schedules
<p>Module 5. IT Asset Management</p> <ul style="list-style-type: none">- The relationship of IT services & assets- How to manage IT assets ?- Lifecycle management of IT assets- Organization of IT asset information- Manage the maintenance of asset information- Management of asset configuration information	<p>Module 11. Motivate IT Staff</p> <ul style="list-style-type: none">- Identify characteristics of IT staff- Learn IT staff needs- Create motivation for IT staff- The development plan for IT staff- Develop goals for staff- Annual performance evaluation
<p>Module 6. Quality & Risk IT</p> <ul style="list-style-type: none">- Develop IT policies and procedures for security- To organize training and awareness for effective policy implementation- IT risk classification- Process assessment & IT risk management- Develop risk management plan (RMP)- Develop a disaster recovery plan (DRP)	<p>Module 12. 90 Days of IT Leadership</p> <ul style="list-style-type: none">- Distinguish Management & Leadership- 4 Methods of leaders- 12 Management measures.- Build IT manager pictures success- Set the power of IT Manager- First 90 days of the IT Manager- Practical IT topics

INFOCHIEF
WHERE COACH IT MANAGERS SUCCESS!



INFOCHIEF MISSION

- ✓ At INFOCHIEF, we research the methods, tools, IT processes that apply to each type of business operations .
- ✓ Consultance the businesses build their IT department become strategic information center.
- ✓ Coaching IT Management Skills and IT Leadership.
- ✓ Providing professional IT human resources. To ensure matching the need of business development.

