



**INFOCHIEF®**

Boost your IT career success more

IT MANAGEMENT SKILLS COURSE

**IT MANAGER**



**IT Management Skills Course**

**IT MANAGER**

**BOOST YOUR IT CAREER SUCCESS MORE!**



**INFOCHIEF INSTITUTE  
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# IT MANAGEMENT SKILLS – IT MANAGER

## COACHING COURSE

### WHO SHOULD ATTEND

- IT STAFF or IT MANAGER who need **Knowledge and Skills** to manage overall IT operations professionally.
- Student specialize in IT area. They need **Knowledge and Skills** as best practice issues before they enter the environment of business.

### 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

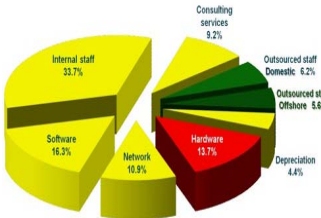
### COURSE DURATION

- 60 hours

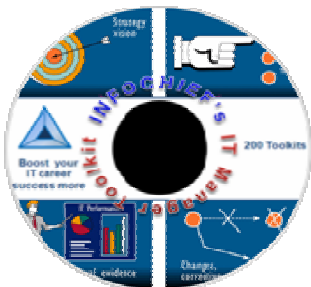
**STARTING DATE:** Early every month.

**ATTENDANCE FEE:** 700 (USD)

**PREPARE NOW TO BE AN IT MANAGER OF FUTURE!**



IT Leadership



# IT MANAGEMENT SKILLS COURSE CONTENT

<b>Module 1. IT Manager Roles</b> <ul style="list-style-type: none"><li>● IT Manager Roles and Responsibility.</li><li>● Management style and Business cultural.</li><li>● 4 Kinds of business demand and IT values.</li><li>● 11 Steps process help IT Manager success more.</li></ul>	<b>Module 7. IT Project management</b> <ul style="list-style-type: none"><li>● 5 critical elements of IT projects.</li><li>● 12 steps for project implementation successful.</li><li>● How to control project plan.</li><li>● The IT project sample (ERP, ISO 9000,...).</li></ul>
<b>Module 2. IT department management</b> <ul style="list-style-type: none"><li>● How to evaluate the business demand.</li><li>● IT resource matrix.</li><li>● IT recruitment and Interview.</li><li>● The models of IT organizations</li><li>● IT performance management by KPI tools.</li><li>● Information sharing and Team building.</li></ul>	<b>Module 8. Foundation and Helpdesk management</b> <ul style="list-style-type: none"><li>● Helpdesk operations &amp; IT values.</li><li>● Helpdesk models.</li><li>● IT staffing and helpdesk training.</li><li>● Helpdesk softwares.</li><li>● IT services catalog &amp; Service level agreement.</li></ul>
<b>Module 3. Development and IT staff motivation</b> <ul style="list-style-type: none"><li>● Evaluate IT staff and Team demand.</li><li>● Build the IT career path.</li><li>● Assign and promote IT staff</li><li>● IT staff appraisal by KPI tools .</li><li>● Mandate: The key for success.</li></ul>	<b>Module 9. IT Infrastructure management</b> <ul style="list-style-type: none"><li>● IT infrastructure systems (Network - Server - Storage - Application - Security).</li><li>● Data-center architecture &amp; Technology management.</li><li>● DRP - Disaster Recovery Plan and BCP - Business Continuity Plan.</li></ul>
<b>Module 4. IT budget management</b> <ul style="list-style-type: none"><li>● Models of budget in Head Office &amp; Operating-unit.</li><li>● Develop IT operation budget (OPEX).</li><li>● Develop IT capital budget (CAPEX).</li><li>● How to present the annual IT budget.</li><li>● Follow up and update budget.</li><li>● How to save IT cost by budget planning.</li></ul>	<b>Module 10. IT procurement management</b> <ul style="list-style-type: none"><li>● How to make plan for IT procurement.</li><li>● The process for IT procurement.</li><li>● Matrix and Criterion to choose IT products (Hardware - Application - Services).</li><li>● All kinds of technology market.</li><li>● Matrix and Criterion to choose technology suppliers.</li><li>● Samples.</li></ul>
<b>Module 5. IT asset management (ITAM)</b> <ul style="list-style-type: none"><li>● IT assets category for management.</li><li>● What things is important asset for IT department.</li><li>● The benefits of ITAM</li><li>● The tools for ITAM &amp; Change management.</li></ul>	<b>Module 11. IT Leadership</b> <ul style="list-style-type: none"><li>● How to create an IT manager image success.</li><li>● The first day of an IT Manager</li><li>● The strategy objective in 30, 90 days – 1 year.</li><li>● Management and IT brand marketing.</li></ul>
<b>Module 6. IT strategy management</b> <ul style="list-style-type: none"><li>● What is IT strategy?</li><li>● The models of IT strategy (S.P.O.T), (P.O.P.T).</li><li>● To analyse business issue and design IT strategy.</li><li>● IT strategy implementation.</li><li>● Evaluate and control IT strategy.</li><li>● 60 sample of IT actions strategy.</li></ul>	<b>Module 12. IT Manager Toolkit</b> <ul style="list-style-type: none"><li>● How to make the IT reports.</li><li>● 10 important reports IT manager live for.</li><li>● IT quality management by software.</li><li>● IT portfolio management.</li></ul> <p><b>The course theme</b></p>

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**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.

