

**Information Technology Management and Leadership Professional (ITMLP)**

**Course Number:** ITL-142
**Duration:** 3 days

**Overview**

This IT Management and Leadership Professional (ITMLP) certification training is a highly interactive and fast-paced course that teaches soon-to-be, new, and experienced IT Managers how to increase their effectiveness as leaders within their organizations. In addition, this course prepares attendees to take the ITMLP exam.

**Prerequisites**

No prior experience is presumed.

**Materials**

All IT Leadership training attendees receive comprehensive courseware covering all topics in the course.

**Software Needed on Each Student PC**

For in-person deliveries, attendees do not need computers for this course. We will provide full classroom setup instructions that will include seating in small groups, with supplies such as flipcharts, sticky notes, markers, and pens for the attendees and a projector and Internet connection for the instructor's laptop.

Online deliveries for this interactive training will use an online meeting platform (such as Zoom, Webex, GoTo, or Teams) to have face-to-face contact online, including use of breakout rooms for group activities.

**Objectives**

* Widening their knowledge of IT
* Discuss strategies to maximize user support and satisfaction
* Gain insights into IT innovation and technology trends
* Understand the use of various IT best-practices

**Outline**

* Introduction
* 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
* 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
* 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
* Conclusion