

**Fostering IT Innovation and Design Thinking**

**Course Number:** ITL-138  
**Duration:** 1 day

**Overview**

This Innovation and Design Thinking training course teaches students concepts, methodologies, and tools needed to conceptualize and design innovative solutions.

**Prerequisites**

No prior experience is presumed.

**Materials**

All 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**

* The design thinking process to create innovative business solutions and facilitate new business opportunities
* Various brainstorming tools and techniques
* Various decision-making tools and techniques

**Outline**

* Introduction
* Thoughts and Vocabulary
  + What Is Innovation?
  + Drivers of Innovation
  + Goals of Innovation
  + Innovation Pipeline
  + Project Management Vs. Research and Development
  + Divergent and Convergent Thinking
  + Lateral Thinking vs Programmed Thinking
  + The Inspiration Paradox
  + Types of Innovation
  + Business Uses of Innovation
* Expanding Your Thinking
  + Look and Learn
  + On the road
  + In the office
* The Innovation Process
  + Engagement
  + Cultivation
  + Inspiration
  + Validation
  + Approval
  + Implementation
* Design Thinking
  + Empathize
    - Definition
    - Concepts
    - Tools
  + Define
    - Definition
    - Concepts
    - Tools
  + Ideate
    - Definition
    - Concepts
    - Tools
  + Prototype Selection
    - Definition
    - Concepts
    - Tools
  + Prototype Testing Loop
    - Definition
    - Concepts
    - Tools
* Conclusion