



Information Technology Management and Leadership Professional (ITMLP)

Course ID #: 7000-699-ZZ-Z

Hours: 21

Course Content

Course Description:

In this course, you will cover the ITMLP© components which specialize in a set of key IT topics designed to increase the effectiveness of new and would-be IT managers by widening their knowledge of IT, discussing techniques to enhance user support and satisfaction, providing insights into motivating technical professionals, and providing information on the use of various IT best-practices.

This certification contains the rigorous, down-to-earth practical advice, and IT applicable case scenarios needed to help you distinguish yourself as a superior leader in the highly technical, yet people-driven world of information technology.

Developed by an experienced CIO, and then vetted by a board of senior IT industry executives, the ITMLP© shows that those who successfully complete the ITMLP© Final Exam bring credible and validated industry knowledge to the organizations they serve.

Prerequisites:

None.

Target Audience:

- IT Managers
- New IT Managers
- Soon to be IT Managers

Topics:

Lesson 1: Cloud Computing

- Major Vendors and Players
- Cloud Computing Pros and Cons
- Finances and Usage
- User Perspective

Lesson 2: Conflict Resolution

- M Conflict Strategies
- Quick Conflict Resolution Tips
- Conflict Resolution Process



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Lesson 3: Data Management, Quality, and Governance

- Data Management Lifecycle
- Data Lineage and Quality Maturity Model
- Big Data and Process Hierarchy
- Data Governance Group Responsibilities

Lesson 4: Dealing with Difficult Techies

- Types of difficult techie
- Difficult employee conversations
- Constructive feedback
- Question Restatement and Responses

Lesson 5: IT Funding and Cost Center Management

- Components of your budget
- IT funding and allocations
- Annual budget process
- IT budget issues and tips

Lesson 6: Managing Virtual Teams

- Stakeholder oversight
- Team leadership and interaction
- Business process & CSFs
- Cultural intelligence

Lesson 7: Methodology and Key Process Overview

- Waterfall, Agile, RUP, scrum, XP, and more
- Source code control, bug tracking
- Multiple programmer complexities
- Developer/tester coordination

Lesson 8: Problem Solving and Decision Making in It

- Decision-making and problem-solving concepts
- Root cause analysis techniques
- Problem definition and future vision
- Prioritization and decision-making techniques

Lesson 9: Vendor Management

- Providers and strategic partners
- Considerations when selecting a vendor
- Vendor management life cycle
- Vendor oversight
- Outsourcing and cloud considerations

Lesson 10: Workforce and Salary Planning

- Project/Production Team Mathematics
- Salaries and Career Tracks
- Salary Planning Mathematic

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