

# **Combined IT Manager & Leader Training Program**

**Duration: 12 Days | 6 Hours/Day | 72 Hours Total**

## **Day 1 – Introduction to IT Management**

- Role of IT in Business Success
- Challenges faced by IT Managers
- Responsibilities of IT Team Leaders
- Understanding IT Services & their Value

## **Day 2 – IT Strategy Basics**

- Why an IT Strategy is needed
- Mission and Vision as IT Drivers
- Customer Profiles and Partnership Models
- Service Catalogue and Service Level Management

## **Day 3 – IT Organization & People Management (Part 1)**

- Roles and Responsibilities in IT Teams
- Sourcing and Hiring Staff
- Selection and Onboarding Process
- Training, Job Rotation, and Career Planning

## **Day 4 – IT Organization & People Management (Part 2)**

- Staff Motivation and Delegation
- Performance Appraisal Methods
- Handling Staff Departures
- Building and Managing IT Teams

## **Day 5 – Vendor & Technology Management**

- Vendor Selection Process (RFI, RFP, Evaluation)
- Contract Negotiation & Management
- When to Outsource IT Services
- Managing Existing vs. New Technologies
- Asset Management Best Practices

## **Day 6 – Project Management Foundations**

- Importance of Project Management in IT
- Project Methodologies (Agile, Waterfall basics)
- Project Organization & Roles
- Defining Scope, Risk, and Quality

## **Day 7 – Project Planning & Execution**

- Work Breakdown Structures (WBS)
- Scheduling & Cost Estimation
- Communication in Projects
- Monitoring Progress and Closing Projects

## **Day 8 – IT Service & Application Management**

- Problem and Change Management
- Basics of SDLC (Requirements → Testing → Maintenance)
- Software Quality Assurance (SQA)
- Adoption and Implementation Challenges

## **Day 9 – Business Continuity & Risk Management**

- Why Business Continuity Matters
- Backup Strategies & Site Selection
- Business Continuity Plan (BCP) – Test & Review
- IT Risk Management: Identification, Analysis, Treatment

## **Day 10 – Information Security & Compliance**

- Confidentiality, Integrity, Availability (CIA)
- Security Standards & Controls
- Incident Response and Recovery
- Building Security Awareness Culture

## **Day 11 – IT Performance & Quality Management**

- IT Performance Metrics & KPIs
- Managing by Facts and Results
- Surveys, Scorecards & Reports
- Continuous Quality Improvement
- Lessons Learned from Common Pitfalls

## **Day 12 – Future Trends & Strategic Leadership**

- Emerging Technologies (AI, Big Data, Blockchain)
- Aligning IT with Business Goals
- Strategic Decision Making in IT
- Communicating IT Value to Executives
- Final Capstone: Building a Simple IT Strategic Plan