

Strategic IT Management & Operational Excellence

Certificate in Strategic IT Management and Operational Excellence (CSIMOE)

5 Days

35 HOURS

20

TOPICS

COURSE OVERVIEW

The CSIMOE program bridges high-level technology strategy and day-to-day operational execution. Designed for senior IT professionals, this course provides actionable governance frameworks, risk mitigation models, and lean operational tools to transition IT from a reactive support unit into an enterprise driver of innovation and business agility.

WHO THIS COURSE IS FOR

CIOs, CTOs, IT Directors, Enterprise Architects, IT Operations Managers, and Transformation Leaders

LEARNING OBJECTIVES

- Align IT strategy with corporate vision and revenue goals
- Prioritise IT portfolios using ROI and risk scoring models
- Apply governance frameworks such as COBIT, ITIL 4 and ISO/IEC 38500
- Design target operating models for IT organisations
- Assess enterprise IT risks and resilience frameworks
- Establish change and incident governance workflows
- Apply Lean principles to streamline IT service delivery
- Develop a post-course implementation roadmap

20 Topics

DAY 1 IT as a Strategic Business Partner

Strategic Alignment Frameworks

TOPICS

- Aligning IT strategies directly with long-term corporate vision and revenue streams

Value Creation & Metrics

TOPICS

- Shifting perception from an overhead cost center to a value-generating engine

Portfolio & Demand Prioritization

TOPICS

- Applying ROI models, strategic fit matrices, and risk scoring to technical roadmaps

Cross-Functional Leadership

TOPICS

- Cultivating strong business partnerships and executive-level stakeholder trust

DAY 2 IT Governance & Organizational Architecture

Governance Framework Integration

TOPICS

- Leveraging principles from COBIT, ITIL 4, and ISO/IEC 38500

Accountability & Decision Rights

TOPICS

- Building RACI models, steering committees, and decision-making bodies

Target Operating Models (TOM)

TOPICS

- Structuring federated, centralized, and hybrid IT organizational models

Leadership & Cultural Alignment

TOPICS

- Driving high-performance team dynamics and operational accountability

DAY 3 IT Risk Management, Governance & Resilience

Enterprise IT Risk Control

TOPICS

- Identifying, assessing, and mitigating architectural, cyber, and operational risks

Business Continuity & Disaster Recovery

TOPICS

- Designing highly resilient, high-availability service frameworks

Change & Incident Governance

TOPICS

- Establishing rigid change-control workflows to safeguard operational stability

Vendor & Ecosystem Risk

TOPICS

- Managing third-party vendors, cloud SLAs, and supply chain vulnerabilities

DAY 4 Performance Measurement & Process Optimization

Lean IT & Process Mapping

TOPICS

- Streamlining service delivery and removing operational bottlenecks using Lean principles

Executive Dashboards & KPIs

TOPICS

- Defining lead and lag indicators that matter to board members and executives

Capability Maturity Assessment

TOPICS

- Evaluating internal operational maturity using CMMI and capability frameworks

Data-Driven Operations

TOPICS

- Utilizing operational analytics for proactive problem management and capacity planning

DAY 5

Continuous Improvement & Transformation Execution

Target State Roadmapping

TOPICS

- Executing comprehensive gap analyses to move from legacy to target architecture

Change Management

TOPICS

- Applying Kotter's 8-Step model to overcome organizational inertia and tech resistance

Agile at Scale

TOPICS

- Balancing rapid iterative development with strict operational compliance and stability

Capstone Execution Plan

TOPICS

- Developing a customized 90-day post-course implementation roadmap

Key Program Outcomes

Domain	Practical Skill Acquired
Strategic Integration	Ability to map technical deliverables to corporate financial and market growth goals.
Risk Governance	Capability to establish an enterprise-wide risk heat map and resilience governance structure.
Operational Lean	Tools to eliminate waste in software deployment and service management lifecycles.
Executive Leadership	Frameworks to effectively communicate IT strategy, value, and budget requirements to board executives.

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

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