

# Digital Capabilities Management Model – Masterclass

Kód kurzu: Q4IT\_DCMMM

This is an introduction course to entirely new Digital Capabilities Management Model (DCMM), targeted to collaborative and innovation focused management of internal IT departments, supporting organization's wide digital transformation efforts. Support of continual learning and adaptations, artificial intelligence and machine learning a machine supported decision making.

## Pre koho je kurz určený

Any IT professional aiming to learn about radically new management model supporting digital transformation a working in collaborative networks.

## Čo Vás naučíme

Learn participant new management model discontinuing service management logic. Course participants will understand key differences between service economy logic and collaborative models, where driving motivation is minimized administrative overhead, flexibility, sharing of resources and maximized benefit measured on the organization level. Model supports usage of artificial intelligence and machine supported complex analysis and decision support.

Related SFIA skills: ITSP – Strategic planning, GOVN – Governance, INOV – Innovation, METL – Methods and tools, OCDV – Organisational capability development

## Požadované vstupné znalosti

No pre-requisites.

## Čo musíte vedieť

- Detail study aid is book DCMM : Digital Capabilities Management Model, ISBN: 9781723571923
- DCMM is not based on ITSM logic, fundamental idea is collaboration inside organization
- Course participants will gain certification about passing the course
- **(The certification is included in the price)**
- Course is available as classroom or online form.

## Osnova kurzu

- The logic of ITSM and its consequences
- Context of Agile
- Management patterns
- Key attributes of collaboration inside the organization
- Digital capabilities management model components
- DCMM model principles
- Activities and complex stories as source of learning
- Digital agents and capabilities, support of artificial intelligence, adaptations and learning
- Techniques – CVC, ADRA, RBA
- Online certification exam DCMM Masterclass

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