Digital Capabilities Management Model - Expert

Kód kurzu: Q4IT_DCMME

Expert level learning of collaboration and innovation DCMM model. Course is targeted IT managers and CIOS who will use DCMM for modernisation of IT management practices.

Pre koho je kurz určený

This course is targeted to experienced IT managers, team leaders, CIOs, IT governance specialist.

Course is also suitable for consultants who are aiming to guide their clients through digital transformation driven by DCMM logic and management patterns.

Čo Vás naučíme

Course participants will learn from theory of collaboration inside organisations, fundamentals of complex system theories to managing IT with DCMM logic and new management patterns. Course participants will gain knowledge how to balance autonomy of acting and making decisions where information is not complete, how to adaptively manage through complex chains of activities, how RBA and ADRA is supporting decision making and visualise resource and benefits balances. Course is designed to discontinue perception of colleagues as customers, where Customer Experience is transformed to Collaboration Experience, as inside organisation everyone collaborates.

Related SFIA skills: GOVN – Governance, INOV – Innovation, BUSA – Business situation analysis, FEAS – Feasibility assessment, OCDV – Organisational capability development, PEMT – Performance management, ETMG – Learning and development management, METL – Methods and tools, BPRE – Business process improvement, BENM – Benefits management

Požadované vstupné znalosti

No pre-requisites, recommended self-study book DCMM : Digital Capabilities Management Model,

ISBN: 9781723571923

Čo musíte vedieť

- Body of knowledge DCMM : Digital Capabilities Management Model, ISBN: 9781723571923
- All participants will receive certification about passing the course and will gain Certified DCMM Expert badge
- (the certification is included in the price of the course)

Osnova kurzu

- Differences to ITSM and Agile management, why service/product management logic is not enough
- DCMM model – fundamentals, principles, activities and stories, visual management
- RBA technique, learning and adaptations
- Project phases of adopting DCMM
- Organizing IT, elimination of shadow IT
- Finance and ADRA
- Innovation ecosystems, DCIB, ISO 56002
- Stopping acting as a service provider
- RBA on IT department level, Visual management
- Security and "wrong doings", analogy of an immune system
- Complex systems theory and DCMM
- Exercises – visual management, managing proportions
- DCMM Certified Expert online certification exam

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