

Course duration

- 3 days

Course Benefits

- Earn the ITMLP Certification
- Widen your knowledge of IT.
- Gain strategies to maximize user support and satisfaction.
- Understand the latest IT innovation and technology trends.
- Use IT best practices in your daily work.

Available Delivery Methods

Public Class

Public expert-led online training from the convenience of your home, office or anywhere with an internet connection. Guaranteed to run .

Private Class

Private classes are delivered for groups at your offices or a location of your choice.

Course Outline

1. Technical Leadership
 1. Life as a Technical Manager
 2. Leading Virtual IT Teams
 3. Influence-Based Technical Leadership
2. IT Methodology and Innovation
 1. Methodology Overview
 2. IT Megatrends
 3. Creating Innovative IT Solutions
3. Business of IT
 1. IT Funding and Cost Center Management
 2. IT Vendor Management
 3. IT Internal Client Service

Class Materials

Each student will receive a comprehensive set of materials, including course notes and all the class examples.