



*Training Course:
Strategic IT Leadership*

*18 - 29 January 2027
Kuala Lumpur (Malaysia)*

Training Course: Strategic IT Leadership

Training Course code: IT1142 From: 18 - 29 January 2027 Venue: Kuala Lumpur (Malaysia) - Training Course Fees: 10300 € Euro

Introduction

Management of IT services is no longer enough. The strategic importance of information services to the enterprise makes IT a critical partner in meeting business goals.

Defining IT strategy, and leading an agile IT organization that is customer-centric, making good strategic management and technical decisions and leverage your IT resources is the challenge IT leaders face today. Strategic IT Leadership will give you the skills you need to meet these challenges.

Course Objectives

This seminar reveals the most important aspects of leading and managing a world-class, strategically aligned IT department.

From aligning IT projects with corporate strategy to defining value and performance measurement, knowing when to adopt new technologies, from team building and finding and keeping the right people, to planning and budgeting, you will learn the keys to strategically align your IT services with professional, world-class, proven techniques.

Target Audience

- IT professionals from both technical and management backgrounds
- IT operations managers and supervisors
- Network and systems administrators
- IT project managers and coordinators
- Professionals responsible for overseeing IT infrastructure and services
- Technical staff newly promoted to IT management roles
- Experienced managers transitioning into technical IT environments
- Individuals seeking to strengthen both technical and managerial IT skills

Course Outlines

Day 1: Leading and Managing the IT Department

- Understand the challenges of the IT manager
- How to value IT services
- Communicate IT value to upper management, peers, and end-users.
- Understand the responsibilities of the IT team leader.

Day 2: Managing Technology

- Understand the Strategy for Managing Existing Technology
- Know when to develop and adopt New Technologies
- Be Aware of how to manage assets effectively.

Day 3: Using Influence

- Understand the different types of influential power.
- Be aware of the various influence strategies
- Select the most effective influence strategy for the situation
- Understanding negotiations, tactics, and techniques.
- Use influence effectively to thrive as an IT manager

Day 4: Strategic Decision Making

- Apply strategic decision making
- Recognizing strategic decisions and initiatives.
- Apply strategic decision making to vendor selection
- Understand when to outsource

Day 5: Developing the IT Strategic Plan and Budget

- Using the mission as an IT driver
- Defining the customer profile
- understanding the partnership model
- Creating a strategic plan
- Planning and budgeting issues

Day 6: Managing IT Quality

- Understanding the importance of managing by process
- Understand the definitions of quality
- Applying maturity models
- Using process management
- Applying international standards

Day 7: Building the IT Management Team

- Evaluating IT performance and metrics
- Understanding delegation and motivation
- Team building
- Managing the management team and stakeholders.

Day 8: IT Project Management

- The Importance of Project Management
- Defining Project Manager talents and skills
- Understanding the principles of Project Management

Day 9: IT Performance Metrics

- Developing a measurement strategy
- Creating a 'Best Practices' based organization
- Deploy metrics
- Managing by facts and results
- Integrate metrics into the strategic plan

Day 10: Common Pitfalls and Lessons Learned

- Balancing technical and corporate requirements
- Balancing tactical and strategic decisions
- Evaluating new and existing technologies
- Balancing management styles and culture.

Registration form on the Training Course: Strategic IT Leadership

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