

MANAGING A WORLD-CLASS IT DEPARTMENT

Effectively run the IT department, make good IT management and technical decisions and leverage your IT service management resources to support the business and enhance organizational profitability.

Seminar #6547

Overview

IT management concerns the most critical operation in the organization. AMA can help with your IT management training!

Schedule

- [3] days

- [3] days - \$2,345 Non Members
- [3] days - \$2,095 AMA Members
- [3] days - \$1,794 GSA

Credits

1.8 CEU /18 PDU

Schedule

We have 4 scheduled sessions located nationwide starting between 7/16/2012 - 2/4/2013

Date	Location	Duration
Jul 16, 2012 - Jul 18, 2012	New York, NY	3 Days
Oct 3, 2012 - Oct 5, 2012	Atlanta, GA	3 Days
Nov 26, 2012 - Nov 28, 2012	New York, NY	3 Days
Feb 4, 2013 - Feb 6, 2013	Arlington/Washington DC, DC	3 Days

Registering more than 4 people, please call 1-877-566-9441.

How You Will Benefit

- Help your IT team meet and exceed organizational requirements
- Understand what it takes to excel as an IT manager
- Acquire budgeting, forecasting and scheduling skills
- Recognize the benchmarks and framework of a management position in IT
- Learn concepts, processes and documentation necessary for superior managerial performance
- Understand the basic principles of project management and business analysis as those professions relate to IT

What You Will Cover

- Challenges facing IT departments
- Influencing peers, direct reports and other employees: making your position more powerful
- The IT's manager's job: leading and managing the department and its daily operations
- Developing an IT strategic plan and budget
- Linking corporate strategy with IT strategy and implementation
- Decision-making tools for best vendor selection
- Balancing daily operations with ongoing improvements
- Pinpointing weaknesses and improving IT team performance
- Understanding the role of business analysis, project management concepts and processes from a true business process viewpoint
- Strategies and metrics for measuring IT performance
- Choosing and dealing with trends in the industry

Who Should Attend

IT managers, business analysts, infrastructure managers, database administrators and master IT architects.

*To enhance your people skills consider seminar #2285, *Managing Today's IT and Technical Professionals*.

Ways to Register

- [Register Online](#)
- Call 1-877-566-9441 for an AMA Training Consultant
- Email customerservice@amanet.org
- Fax [AMA Text Registration Form](#)
- Mail [AMA Text Registration Form](#)