



TenStep Atlanta
200 Aylesford Court
Alpharetta, GA 30004

Mike Sisco's IT Manager Institute

Prerequisites

- This is the internationally acclaimed IT Manager Institute conducted by Mike Sisco. IT managers of all levels are welcome, even technical employees being positioned for their first IT management responsibility.

Learning Objectives

Each participant will gain **practical knowledge** of what to do to be a successful IT Manager, **insight** on how to go about it, and will receive many **examples and tools** that will help you implement the concepts quickly and easily. Tips and techniques of the trade are shared to help participants learn the productive ways of getting things done and keys that empower you to **achieve more™**. At the end of this class, participants will be able to:

- Assess virtually any technology situation
- Develop a strategic plan that is aligned with company needs
- Prioritize IT initiatives to take best advantage of opportunity and to reduce risk
- Identify cost saving opportunities that will save thousands of dollars
- Build an effective, yet appropriate IT organization to meet company needs
- Develop a cost effective staff training plan to improve the team and staff
- Develop effective performance plans and employee performance reviews
- Develop targeted career plans for staff members
- Develop an achievable operational and capital IT budget
- Implement change management procedures that improve client service
- Develop practical policies and procedures quickly and easily
- Implement a simple system to manage important technology assets
- Identify how to measure the trends of your IT business for improvement
- Gain credibility by using effective project management methods and tools
- Motivate and empower individuals in your IT organization
- Improve client service and enhance client relationships
- Develop specific measurements that help you improve
- Much, much more

IT Business Manager Certification (ITBMC)

The IT Manager Institute includes a certification that validates your understanding of the processes and tools provided in the training program. IT managers around the world are using Mike Sisco's practical IT management principles and tools to achieve better results for their companies. The certification was developed in conjunction with Belmont University to provide a validation of the business management requirements of today's workplace.

Who Should Attend

- IT managers of all levels

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Course Outline

Day 1

- Overview and foundation of what it takes to be an effective IT Manager
- Conducting an effective IT assessment

Day 2

- Tactical and strategic planning that's in sync with company needs
- Project management - the cornerstone of credibility
- Systems conversions (leveraging your technology investment)

Day 3

- Building a successful IT organization
- Motivating and developing your IT staff
- Change management processes that help your team succeed
- Practical IT Policies and Procedures

Day 4

- Business planning (Operational and capital budgeting)
- Asset management
- Technology Cost Saving Strategies

Day 5

- Practical Measurements that help you improve
- Communicating and presenting your ideas
- IT Business Manager Certification (ITBMC) exam

Class Length

- Five Days

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