IT Performance Management Course Outline- 3 Days

"Accountability for Results Scenarios-IT Performance Management, using Integrated Dashboards"

Day 1

Introduction to Integrated IT Performance Management-Module 1

Introduction

Questions to think about: Responses from class participants-Scenarios Developments

Performance Problems: Management of IT Services

The Increasing Demand for Performance Integration

Role of Executive Management

A Real-World Problem Scenario: Measuring Major IT Program

A Real-World Solution Scenario: Measuring Major IT Program

Real-World Problem Scenario: Measuring IT Delivery Services

Real-World Solution Scenarios: Measuring IT Delivery Services

Gaining Acceptance for Performance Integration

Summary and IT Performance Measurement Dashboard Exercises

Endnotes: Key Performance Management Terms

Questions to think about -Solutions: Performance Perspectives; Improvements & Actions

Module Testing Questions

Recommended Readings

Integrated IT Performance Management Framework-Module 2

Introduction

Questions to think about: Responses from class participants-Scenarios Developments

Performance Management Organizational Structure

Performance Organizational Structure: Rationale

Strategic Management

Performance Management

IT Operational Management

Performance Delivery Manager Key Accountabilities

Applying Integrated Framework to Other Disciplines

Alternate Project-Based Organizational Structure

Summary and IT Performance Measurement Dashboard Exercises

Endnotes: Key Performance Management Terms

Questions to Think about -Solutions: Performance Perspectives; Improvements & Actions

Module Testing Questions

Recommended Readings

Strategic Management Model-Module 3

Strategic Management

Questions to think about: Responses from class participants-Scenarios Developments

IT Goal Statement

IT Strategic Framework

IT Strategic Directives

IT Policy Framework

IT Governance Framework

IT Value-Based Performance Measurement

Summary and IT Performance Measurement Dashboard Exercises

Endnotes: Key Performance Management Terms

Questions to Think about -Solutions: Performance Perspectives; Improvements & Actions

Module Testing Questions

Recommended Readings

Performance Management Model-Module 4

Performance Management

Questions to think about: Responses from class participants-Scenarios Developments

IT SDLC Performance Model

IT Performance Management Delivery Processes

Performance Measurement Office

Summary and IT Performance Measurement Dashboard Exercises

Endnotes: Key Performance Management Terms

Questions to Think about -Solutions: Performance Perspectives; Improvements & Actions

Module Testing Questions

Recommended Readings

Information Technology Operational Management Model-Module 5

Information Technology Operational Management

Questions to think about: Responses from class participants-Scenarios Developments

Financial Accountability

Human Resource Accountability

Operational Process Accountability

Project Management Accountability

Applications Management Accountability

Technology Operations Accountability

Summary and IT Performance Measurement Dashboard Exercises

Endnotes: Key Project Management Terms

Questions to Think about -Solutions: Performance Perspectives; Improvements & Actions

Module Testing Questions

Recommended Readings

Day 3

Integrated IT Service Delivery Life Cycle Performance Model-Module 6

Introduction

Questions to think about: Responses from class participants-Scenarios Developments

IT Executive Leadership Services (ELS)

Planning and Administration Services (PAS)

Enterprise Architecture Services (EAS)

Project Portfolio Management (PPM)

Applications Management Services (AMS)

Technology Management Services (TOS)

Summary and IT Performance Measurement Dashboard Exercises

Endnotes: Key Performance Management Terms

Questions to think about -Solutions: Performance Perspectives; Improvements & Actions

Module Testing Questions

Recommended Readings

Aligning IPMF-IT Framework with Industry Best Practices-Module 7

Introduction

Questions to think about: Responses from class participants-Scenarios Developments

IPMF-IT Integration with Industry Best Practices

Strategic Management Integration

Performance Management Integration

IT Operational Management Integration

Performance Measurement Office Integration

Summary and IT Performance Measurement Dashboard Exercises

Endnotes: Key Performance Management Terms

Questions to think about: Responses from class participants-Scenarios Developments

Module Testing Questions

Recommended Readings

Final 3-hour Examinations

Appendices:

Integrated IT Performance Measurement Dashboard—Executive Leadership Services (ELS)

Integrated IT Performance Measurement Dashboard—Planning and Administration Services (PAS)

Integrated IT Performance Measurement Dashboard—Enterprise Architecture Services (EAS)

Integrated IT Performance Measurement Dashboard—Project Portfolio Management (PPM)

Integrated IT Performance Measurement Dashboard—Applications Management Services (AMS)

Integrated IT Performance Measurement Dashboard—Technology Operations Services (TOS)