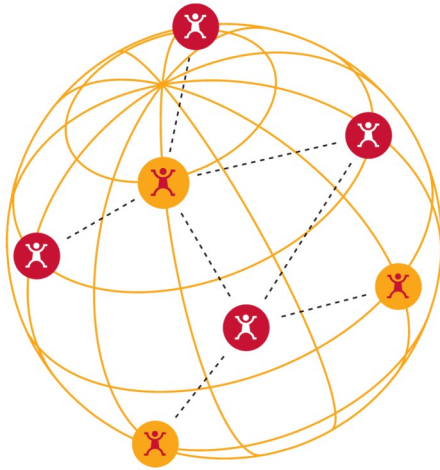


TRAINING PROGRAM OUTLINE



MGT-110E IT RESOURCE MANAGEMENT

DESCRIPTION

A 5-day Training Program to provide participants with a fundamental understanding of the resource-based theory as well as tools, techniques and strategies for effective Information Technology resource management.

OBJECTIVES

- Provide an understanding of the resource-based theory and its application in Information technology (IT) resource management to achieve a sustainable competitive advantage
- Define the types of informational resources of an organization
- Present the key IT resource management methods
- Introduce the four facets of Venkataraman for adding value through the use of IT resource management
- Present methods to develop strategic and managerial capabilities in IT resource management



TOPICS

- Information Technology (IT) as a strategic resource
 - The resource-based theory
 - Application of the resource-based theory in IT and in an organizational context
- Informational resources of an organization
 - Data, information and knowledge
 - Information Technology
 - Methods for organizing personnel involved with the management of IT, data, information and knowledge
 - Facilities linked to the management of data, information and knowledge
- Adding value through IT resource management: the four facets of Venkataraman
 - IT as a cost center (efficiency/cost)
 - IT as a service center (competitive advantage)
 - IT as an investment center (new business opportunities)
 - IT as a profit center (commercial development)
- Sustainable competitive advantage using IT
 - Five IT resources
 - Development of organizational capabilities in IT
- Development of organizational capabilities specific to IT and knowledge management
 - Maturity model
 - Organizational and technological infrastructures
 - IT and knowledge management processes
 - Competencies in IT and knowledge management

TARGET AUDIENCE

- Telecommunications managers and personnel responsible for information systems, Information Technology and strategic planning
- Managers looking to complement their skill-set by gaining a good understanding of the resource-based theory and its application in IT resource management

METHODOLOGY

Our Training Programs combine expert presentations, workshops, case studies and discussions on real-life situations faced by participants. Complete training material is provided to all participants for future reference and follow-up action plans.

LOCATION

Our Training Programs are held at regular intervals in selected cities around the world. Upon request, our expert trainers can lead Training Programs at the location of your choice. If interested, please contact us at training@neotelis.com.

EXPERTISE

Neotelis provides consulting and training services to telecommunications organizations worldwide. Its team of experts has trained thousands of executives and managers working for operators, regulators, policy-makers and governments in over 100 countries around the world.

