IT Manager Institute Program

"helping IT managers of the world achieve more success"

IT Business Manager Certification (ITBMC)

developed in a joint venture between Belmont University and MDE Enterprises, Inc

"Five-day operational management course that gives you the knowledge and tools to focus your IT organization on the business needs and issues of your company and to deliver quantifiable and tangible business value."

13 – 17 October 2012 - JW Marriott Hotel, Dubai, UAE

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Course Overview

MDE and Belmont University co-sponsored the first IT manager certification in the industry that focuses on the "business of managing technology" versus managing technology, a big difference.

Managers who attend the IT Manager Institute and pass a 5-part ITBMC exam attain ITBMC status.

The objective of the ITBMC certification is to promote the skills development of IT managers around the world and to create a standard foundation for them to build upon.

IT managers have one of the most difficult management roles in a company and are generally unprepared to move from their technology roles to management.

The IT Manager Institute was designed to help any IT manager or CIO make this transition by focusing on the fundamentals of sound management.

ITBMC certification is gaining worldwide recognition as a standard that will improve the results of companies in any industry.

Course Objectives

Provide an IT Management Process to manage an IT operation successfully.

Provide practical insight on how to manage critical success factors of an IT organization.

Give students the knowledge, insight and tools to manage IT operations successfully.

Position each student to achieve more success by delivering business value that supports their company's success.

Meet Your Expert Course Leader

About Mike Sisco

Mike Sisco was an IT Manager and CIO for over 20 years before starting MDE Enterprises, Inc. in the fall of 2000.

MDE was created with a simple mission, to " help IT managers of the world **_achieve more_** success".

Our approach is practical and straightforward, explain what to do, how to go about it, and provide tools and examples to help you make it happen quickly.

Mike has managed IT organizations in many different industries and all types of situations, from turnarounds to large distributed organizations supporting multiple technologies.

He has led the IT due diligence and transition planning for over 40 company acquisitions. His experiences give him a unique perspective of IT management by working with and observing hundreds of companies and IT managers.

Mike has developed 14 books, over 300 articles, an IT Manager ToolKit and training programs to help IT managers achieve more success.

"A very useful course. It's one of the best courses I have ever taken. I wish all IT managers could take it."
Eisa Al Mansoori - Abu Dhabi, UAE

"Excellent content. Highly relevant and benefiting. It contains every element that leads to a successful IT manager. There is a huge market here for such courses. Focus on UAE and KSA and hold the classes in Dubai."
Mohamad Alaydrous - Abu Dhabi, UAE

"Excellent in all aspects of the course."
Hasan Khayyat – Riyadh, Saudi Arabia

"I think you have the best quality I have seen. Thank you." **Majed Al-Rukhaimi – Jedda, Saudi Arabia**

"The content is very good. It is a practical guide to help IT managers. Mike is very good in presenting his topics, well organized and always surprises us with his techniques to get our attention. The value is very good and the content can be customized to be used in our departments to increase productivity."
Saleh Ahmad – Riyadh, Saudi Arabia

"Really great and helpful content. Good organized and filled with color, very helpful material."
Bander Al Thubaity – Riyadh, Saudi Arabia

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Registration will be at 08:00am. Course sessions will start each day promptly at 08:30am and end at 17:00pm. There will be short breaks for refreshments and lunch will be served.

Course Outline

Day One

Session 1 – IT Manager Foundation

Learn about the Triple Threat to IT Success™, key traits of a successful IT manager, and about the personality dynamics of IT employees that both help and hinder their efforts. This foundation material will help you understand "why" things happen as you learn best practices in how to manage technology resources effectively.

Session 2 – IT Assessment

The key to success is identifying what to work on and what your organization can do. Follow a proven formula to conduct an IT assessment for any level of IT responsibility you might have. A case study makes it very real.

Day Two

Session 3 – IT Strategy

Don't wait to be asked, , , develop your IT strategy now and gain senior management's respect. This step is key in aligning your IT organization with your company's business needs and objectives.

Session 4 – IT Project Management

Delivering projects successfully is the path to credibility. Use simple techniques and tools to do so and you will separate your organization from others.

Session 5 – IT Organization

Build an appropriate team to support the business and start by conducting a skills inventory that defines what you need and what you have. Focus on the gaps to get there quicker and more reliably.

Session 6 – IT Staff Motivation & Development

Learn to motivate your staff like never before, , , and with no money. A motivated staff can do powerful things and will walk through fire for their manager.

The program follows a structured IT Management Process™ and includes all the management tools you need that will give you guidance and confidence in managing any IT organization.

Day Three

Session 7 – IT Processes

Sound processes can make all the difference for your organization's effectiveness and responsiveness. Use our proven processes to simplify your life and to boost your team's productivity.

Session 8 – IT Policies and Procedures

You may hate policies and procedures, but they can save you lots of grief. Learn to develop and implement simple policies that work for your company.

Session 9 – IT Business Planning

Budgeting needs to become a skill of every IT manager. Use simple tools and techniques to streamline your budgeting process and deliver one that you can be highly confident in achieving.

Day Four

Session 10 – IT Asset Management

Get organized and keep it simple. These straightforward processes will help you focus this part of your business in an effective way.

Session 11 – Technology Cost Saving Strategies

Every company has significant cost saving opportunities, , , and IT has real leverage you should take advantage of. Learn where the leverage points are and go for cost savings that more than pay for your IT Manager Institute class.

Session 12 – IT Measurements

Learn to track and report meaningful data. Simple tools can help you show IT value like never before and in such a simple way you will wonder why you haven't been doing this already.

What you will receive

Day Five

Session 13 – IT Communication

Communicating effectively is more about knowing what to communicate and how to present it than anything else. Use our simple techniques to boost your communication skills.

Session 14 – Become a Business Partner

Gaining alliances throughout the company is a vital part of achieving success. Learn how to quantify and deliver business value so your clients look forward to your visits rather than trying to finish your meetings as soon as possible.

Session 15 – More Tips to IT Success

Empowering your staff and justifying IT infrastructure initiatives are just two of the focuses in this last session.

Who Should attend ?

The program is designed for anyone who has responsibility for managing an IT support organization or who is being positioned to manage such an organization. It is very common for a senior IT manager to be sitting beside someone who is preparing to manage his first IT organization. The class is designed to be beneficial to both groups of people and we have 100% positive satisfaction feedback from all who have attended the program.

Classes have a diversity of students:

- Some with many years of management experience, , , a few with no management experience

- From all industries

- From very large companies as well as very small companies

- From all parts of the world

A. Presentations of the 15 sessions described above
B. Slides presentation notebook
C. Tools Handouts notebook
D. 30-Day Action Plan
E. IT Management Process™ card
F. IT Manager Institute flash drive containing (a download file folder in the self study version)
14 e-books
- IT Management-101: fundamentals to achieve more
- Building a Strategic IT Plan
- What To Look For in a CIO
- IT Project Management: a practical approach
- Building a Successful IT Organization
- IT Staff Motivation and Development
- Developing an IT Business Plan
- IT Asset Management
- Acquisition: IT Due Diligence
- Acquisition: IT Assimilation
- Technology Cost Saving Strategies
- Practical IT Policies and Procedures
- Mike Sisco's IT Manager Articles Collection
- IT Management Models
IT Manager ToolKit (102 management tools developed by Mike Sisco)
Executive Reports
- IT Business Dis-connect Executive Report
- IT Due Diligence in Mergers and Acquisitions
- IT Due Diligence Executive Report
Sample 20 Minute IT Manager e-Learning sessions
- IT Management Process
- Maintain an IT Initiatives Portfolio
- Fast Start for a New IT Manager
- Risk Management Overview
- Understanding IT Employee Work Behavior
G. ITBMC exam
H. Future discounts to MDE products

IT Manager Institute
Class Materials

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Registration Form

Registration fee : 5 days per participant US $ 3500/- (Dhs. 12775/-)
Group Discounts Available : 2-3 people 15% , 4-+ people 25%.
Note: Course Materials, Certificate , Refreshments & Lunch are included.

Registration Information

Personal Details

Delegates Full Name	Designation	E mail
1st		
2nd		
3rd		
4th		

Authorisation

Authorisation Manager Details:

Contact Person Name:	Designation:
Organisation Name:	
Address:	
PO Box: Tel:	Fax:
Zip Code: City:	Country:
Authorised Signature:	Email:

TOTAL US $ / AED

Fax this form to : +971 4 2948486   Please call us if you require any assistance on +971 4 2955581

Payment Details

Please Note: Payment is required prior to attending this event

Payment Information	Training Venue

☐ Electronic Fund Transfer
☐ Cheque (payable to ishara consultants)
☐ Credit Card
☐ Cash

Purchase Order No:

Please transfer the Fee to:
ISHARA CONSULTANTS
BANK : Emirates NBD
ACCOUNT #: 101-13139241-01
DEIRA BRANCH , DUBAI - UAE
SWIFT CODE: EBILAEAD
IBAN: AE580260001011313924101

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We highly recommend you secure your room reservation at the earliest to avoid last minute inconvenience.

Send To

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Cancellation Policy

If you are unable to attend this event, you may send a substitute delegate in your place at no additional cost. Please advise us of any substitutions as soon as possible. If this is not suitable 20% service charge will be payable. Alternatively, you may transfer your registration to another event. A 10% service fee may apply. Should you wish to cancel your registration, please notify us in writing as soon as possible and a credit note will be issued valid for use towards any future events. A 10% service fee may apply and does not provide refunds for cancellation

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