

Course Description

Building Effective Business Partnerships AMS169

28 Professional Development Units
28 Education Hours



Overview

In today's world, the IT team has reactive and proactive roles. It responds to customer requests for systems improvements and other changes (reactive). In this course we will learn how to define and document business process improvements and to follow through with improvement projects. The course will prepare IT teams to be meaningful partners in meeting their customer-facing responsibilities. The IT team also seeks out and identifies process improvement opportunities (proactive) and engages with outside vendors (reactive and proactive). These customer and vendor partnerships extend across the entire project life cycle. This course focuses on defining, building, and maintaining those partnerships at each phase of the project life cycle.

Learning Objectives

- Understand and manage the roles of customers, IT team members and vendors in various types of projects
- Use Conditions of Satisfaction to clearly identify project scope
- Know techniques for defining and clarifying functional requirements
- Use the Project Overview Statement from initiation to closure
- Recognize and manage scope creep
- Understand and be able to develop a change management process
- Define and execute a comprehensive vendor management program
- Manage the team to vendor interactions over the project life cycle
- Define a business process
- Define the scope of a business process improvement project
- Construct a business process flow diagram
- Develop Use Cases to define a business process
- Define the "As Is" and "To Be" states of a business process
- Prioritize improvement opportunities
- Define process improvement metrics

Format

This course is highly interactive and adaptive to class interests and needs. A lecture/discussion approach is used and is accompanied by individual and team exercises with team reports. The coverage is practical but intense and designed to impart "take to the project" skills for each attendee.

Duration

Four days

Who Should Attend

IT professional staffs and teams that have direct interactions with either IT customers for whom they build and implement systems, or outside vendors who provide products or services to support their projects.