

# Course Description

## Globalization AMS171

*7 Professional Development Units  
7 Education Hours*



### Overview

Just because your system has passed all user tests and has been successfully installed and operating doesn't mean you will enjoy the same success when you try to repeat that process in another country. There are many cultural and social differences that can render a project successful in one culture and an abysmal failure in another. Accommodating the requirements of another country in systems that were designed for the U.S. is a challenge. Among the many considerations are: legal requirements, different business practices and business rules, economic differences, cultural differences and others.

In this course we will examine some of those differences and adapt our design and implementation strategies accordingly. The course will follow a workshop format in that we will investigate approaches and solutions to the globalization of IT systems.

### Learning Objectives

- Identify the international environments of IT operations
- Understand the international systems design implications
- Understand the international implementation implications
- Maintain a customer-centric focus in an international setting

### Format

This course is highly interactive and adaptive to participants' interests and needs. A combined lecture and discussion approach is used and is accompanied by individual and team exercises.

### Duration

One day

### Who Should Attend

IT team members and team managers at all experience levels would benefit by taking this course.