

Certified DCMM Manager course

Managing IT with Digital Capabilities management logic, innovation and digital transformation

Course length: 2 days

Date, place: see details [here](#)

Course description: This course is targeted IT managers and CIOs who are planning or adopting DCMM for modernisation of IT management practices

Prerequisites: No pre-requisites, recommended self-study book DCMM : Digital Capabilities Management Model, ISBN: 9781723571923. Recommended courses **DCMM Masterclass** and **DCMM Professional**

Target group: IT managers, team leaders, CIOs, IT governance specialist. Course is also suitable for consultants who are aiming to guide their clients through digital transformation driven by DCMM logic and management patterns.

Learning objectives: Course participants will learn how to manage IT with DCMM logic and management patterns. Course participants will gain knowledge how to balance autonomy of acting and making decisions where information is not complete, how to adaptively manage through complex chains of activities, how RBA and ADRA is supporting decision making and visualise resource and benefits balances. Course is designed to discontinue perception of colleagues as customers, where Customer Experience is transformed to Collaboration Experience, as inside organisation everyone collaborates.

Related SFIA skills: GOVN – Governance, INOV – Innovation, PEMT – Performance management, ETMG – Learning and development management, METL – Methods and tools, BPRE – Business process improvement, BENM – Benefits management

2 day course agenda

- Organizing IT, elimination of shadow IT
- Stopping acting as a service provider
- Innovation ecosystems, Digital Capabilities Innovation Board - DCIB
- RBA on IT department level, Visual management
- Security and “wrong doings”, analogy of an immune system
- Information theory and decision making as resources consuming activity
- Key differences between industrial and knowledge era management
- Analysis of Knowledge worker quality – KWQI, CLX
- Bufferbloat, validation and synchronicity
- Complex systems theory and DCMM approach
- Exercises – visual management, managing proportions
- DCMM Certified Manager – Online certification exam



Additional information:

- Body of knowledge DCMM : Digital Capabilities Management Model, ISBN: 9781723571923
- All participants will receive certification about passing the course and will gain Certified DCMM Manager badge
- Course is also available online