

# DCMM Masterclass

## Digital Capabilities Management Model – introduction course

**Course length:** 1 day

**Dates and Registration:** <https://www.q4it.eu/en/courses/dcmm-digital-capabilities-management-model>

**Overview:** This is an introduction course to entirely new Digital Capabilities Management Model (DCMM), targeted to collaborative and innovation focused management of internal IT departments, supporting organization's wide digital transformation efforts. Support of continual learning and adaptations, artificial intelligence and machine learning a machine supported decision making.

**Prerequisites:** No pre-requisites.

**Target group:** Any IT professional aiming to learn about radically new management model supporting digital transformation a working in collaborative networks.

**Course learning objectives:** Learn participant new management model discontinuing service management logic. Course participants will understand key differences between service economy logic and collaborative models, where driving motivation is minimized administrative overhead, flexibility, sharing of resources and maximized benefit measured on the organization level. Model supports usage of artificial intelligence and machine supported complex analysis and decision support.

Related [SFIA skills](#): GOVN – Governance, INOV – Innovation, METL – Methods and tools, OCDV – Organisational capability development

**Recommended next course:** [DCMM Manager](#) – managing IT using DCMM model, or [DCMM Professional](#) – practical steps of adopting DCMM.

### Course agenda – 1 day:

- The logic of ITSM and its consequences
- Context of Agile
- Management patterns
- Key attributes of collaboration inside the organization, knowledge work characteristics
- Digital capabilities management model components
- DCMM model principles
- Activities and complex dynamic stories as the source of learning and adaptations
- Digital agents, Digital Intelligent Agents - AI
- Techniques – CVC, ADRA, RBA
- Online certification exam DCMM Masterclass

### Additional information:

- Detail study aid is book DCMM : Digital Capabilities Management Model, ISBN: 9781723571923
- DCMM is not based on ITSM logic, the foundational idea is collaboration inside organization
- Course participants will gain certification about passing the course
- Course is available as classroom or online form.

