

# Certified DCMM Manager course

Managing IT with DCMM 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 will use DCMM for modernisation of IT management practices

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

**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** (INOV – Innovation, METL - Methods and tools, ORDI - Organisation design and implementation, BENM - Benefits management)

## 2 day course agenda

- Organizing IT, elimination of shadow IT
- Finance and ADRA
- Innovation ecosystems
- Stopping acting as a service provider
- 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 and performance
- Complex systems theory and DCMM
- Exercises – visual management, managing proportions
- DCMM Certified Manager - 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