

# DCMM Masterclass

## Digital Capabilities Management Model – introduction course

**Course length:** 1 day

**Dates, places:** View the course calendar here [www.q4it.eu](http://www.q4it.eu).

**Registration:** [www.q4it.eu](http://www.q4it.eu)

**Overview:** This is an introduction course to entirely new (2019) digital capabilities management model, targeted to collaborative 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.

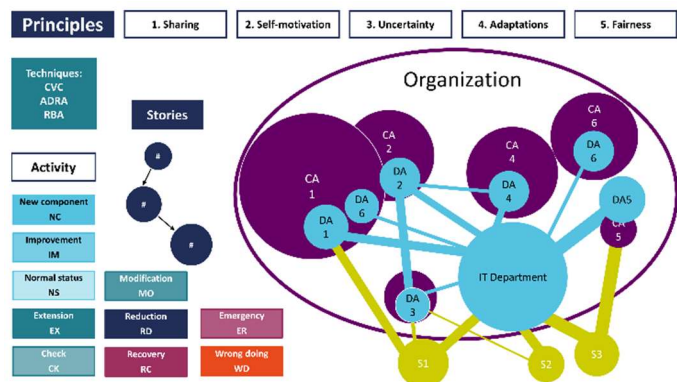
**Prerequisites:** No pre-requisites.

**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

### Course agenda – 1 day:

- The logic of ITSM and its consequences
- Context of Agile
- Management patterns
- Key attributes of collaboration inside the organization
- Digital capabilities management model components
- Principles
- Activities and stories as source of learning
- Digital agents and capabilities, support of artificial intelligence, adaptations and learning
- Techniques – CVC, ADRA, RBA
- Certification exam



### Additional information:

- Detail study aid is book DCMM : Digital Capabilities Management Model, ISBN: 9781723571923
- DCMM is not based on ITSM logic, fundamental idea is collaboration inside organization
- Course participants will gain certification about passing the course

