



Course 104: Management of Technology

Course Description...

The world of Information Technology (IT) is foreign to the business professional, populated by strange people with a strange language. This course addresses the relationship between business management and IT.

Learning Objectives...

- Understand the software development process: why it takes so long to get anything done and what can be done about it
- Learn how to manage the process of creating software and the software itself
- Appreciate the infrastructure technologies of IT – data, networking, and support – and how to manage each to its maximum efficiency
- Explore the sometimes strained relationship between the User Community and the Developer Community and assess methods to improve that relationship to get better business solutions
- Incorporate IT change management in the business process to enable effective solutions to business problems

Who Should Attend...

Business managers, business executives, project managers, IT managers and anyone with an interest in improving the overall relationship between business and Information Technology

Prerequisites...

There are no prerequisites for this course



Course Outline...

Introduction and Overview

Course Objectives

Unit 1: Technology Overview

- What is technology?
- The nature of technology
- Technology's relationship to business

Unit 2: Software Development

- Nature of the beast
- Components of software development
 - System Development Life Cycle (SDLC)
 - Software engineering
- Managing people
- Managing projects
 - Technology projects
- Maintaining quality
- Standards and processes
- Alternatives to the SDLC process

Unit 3: Software Management

- Change control
 - Technology of change
- Configuration management
 - Managing technological change
- Deployment considerations
 - Release management

Unit 4: Data Management

- Physical data storage
- Logical data storage
 - Transactional data
 - Data warehouses
- Access mechanisms
 - Access basics - SQL
 - Portals and dashboards
- Data distribution
- Data retention and archiving

Unit 5: Network Management

- Networking basics
- Local network management
 - Basic mechanisms
 - The impact of wireless



- Internetworking management
 - The Internet and World Wide Web
 - Intranets and extranets
 - Managing corporate access

Unit 6: Infrastructure Management

- Help and user support
- Security
 - Network security
 - Data security
 - Application security
- Disaster recovery and business continuance

Unit 7: User–Developer Relationships

- Business Analyst and other intermediaries
 - Working in the center
 - Filter or conduit?
- Business Management and technology

Unit 8: Dealing with Technology Change

- Technological change management
- Controlling Information Technologies