

IT Management and Leadership Professional (ITMLP®) Certification

The ITMLP® is the first step toward the full Certification of the IT Management and Leadership Executive (ITMLE®).

The ITMLP® components specialize in a set of key IT topics designed to increase the effectiveness of new and would-be IT managers by widening their knowledge of IT, discussing techniques to enhance user support and satisfaction, providing insights into motivating technical professionals, and providing information on the use of various IT best-practices.

Like the ITMLE®, the smaller ITMLP® contains the rigorous, down-to-earth practical advice, and IT applicable case scenarios needed to help you distinguished yourself as a superior leader in the highly technical, yet people-driven world of information technology

Developed by an experienced CIO, and then vetted by a board of senior IT industry executives, the ITMLP® shows that those who successfully complete the ITMLP® Final Exam bring credible and validated industry knowledge to the organizations they serve.

List of Certification Sections and Topics

Making The IT Management Move

- Defining your management style
- Finding a mentor
- Expanding your IT/business knowledge
- Your educational and IT credentials
- Practicing a leadership role

New IT Manager Essentials

- Welcome to management
- Management realities
- Communication is king

Life as a Technical Manager

- Personal Growth
- Delegation
- Surviving a technical audit

Techie and Users Leadership

- Managing and motivating techies
- Implementing new technologies
- Managing users

Dealing with Difficult Techies

- Types of difficult techies
- Conceptual discipline framework
- Dealing with specific situations

Manager Ethics

- Developing trust
- Things you should and should not do
- Wow, I did the wrong thing, now what?

Great Internal Client Service

- The essence of internal client service
- Setting internal client expectations
- Providing great service

Meetings and Status Reporting

- How to run effective meetings
- General department reporting
- Meetings, agendas and minutes
- Multiple project reporting

Methodology and Key Process Overview

- Waterfall, Agile, RUP, scrum, XP, and more
- Source code control, bug tracking
- Multiple programmer complexities
- Developer/tester coordination

Problem Solving and Decision Making in IT

- Great tips on decision making
- Brainstorming, Five Whys, Six Hats
- Five Finger Voting, Ishikawa diagramming

An exam is required to finalize your certification.

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List of Supporting Classes

Making the IT Management Move

This class is designed to help prepare technical individual contributors for future Information Technology (IT) management roles by providing these future leaders with the actionable steps, IT management concepts, and mental insights needed to successfully move their careers forward.

New IT Manager Essentials

This class discusses the core set of personal traits, skills, and knowledge needed to be a great manager including communication skills, interpersonal skills, working with other managers, managing your former peers, dress code, supporting company policies and navigating office politics.

Life as a Technical Manager

This class contains the key information needed by new and would-be technical managers to help assure their success. These topics include the challenges of moving to a technical management role, delegation, the importance of process and standards, and various other essential technology management topics.

Techie and Users Leadership

The ability to motivate, communicate, stimulate and appreciate your staff and user community is key to your success as a technical manager. To that end, this class discusses how to motivate your staff, manage key staff issues, and gain the support and trust of the users that your technology supports.

Dealing with Difficult Techies

Managing difficult employees isn't easy. It wastes time, takes lots of energy, tends to cause problems and usually creates mounds of paperwork.

The good news is that if you handle the situation correctly, you may be able to dramatically improve their attitude, work quality, and general performance. On the other hand, if the person doesn't or can't improve, you may eventually have to remove them (with the help of HR of course).

This class is designed to help managers effectively deal with difficult staff members by first categorizing their problem type and then acting to correct the situation.

Manager Ethics

This class discusses both ethical issues and ethical practices with the goal of reminding people to act ethically for the good of the company, their staff and themselves. From an issue perspective, it raises various difficult scenarios, with the goal of providing the manager with food for thought on how to handle these topics if the need arises. From an ethical practices perspective, it highlights a number of important and commonplace topics and suggests appropriate management responses.

Great Internal Client Service

User satisfaction comes from great internal client service. This class is specifically designed for individuals and departments that provide services to fellow employees (within their company), rather than to external clients. For

example, the Sales, Marketing, Finance and Human Resources groups are clients of the Information Technology (IT) department because IT provides services to these groups.

Meetings and Status Reporting

This class discusses the true value of status reporting and provides various techniques for writing status reports and managing meetings. To that end, this class also provides usable example department status reports, meeting agendas, meeting minutes, project status reports, staff availability reports, project portfolio reports and other usable templates.

Methodology and Key Process Overview

This class is designed to provide you with a general understanding of various industry leading software development methodologies. These methodologies include Waterfall, Agile, Extreme Programming, Rational Unified Process, and Scrum.

This class goes on to discuss, from a technical management viewpoint, a variety of the key processes needed to facilitate the development of quality production software including source code control, developer/tester coordination, software movement from development through production, and much more.

Problem Solving and Decision Making in IT

This class discusses the decision making process and many of the challenges IT leaders face in making timely decisions. It covers the impacts of the human element on decision making, decision constraints, stakeholders, challenges in problem definition, and other related topics. It also includes various structured problem solving tools and exercises such as root cause analysis, multi-voting, brainstorming, and nominal group technique.

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Example of Business Cases Included in Training

Planning your management move

... Bill Ding and Gail Winds both work in the IT testing department. Bill is about two years out of college. He likes the technical work, but hopes in time to move into an IT management position. Gail has about five years experience, is a lead tester, has led testing teams on projects and feels that she is ready to make her next professional move into a managerial role...

Gene Poole is replaced by Patty O’Furniture

... After a long discussion, Gene, and his boss Rusty Steel, decided to promote a member of Gene’s team into the manager role. Patty O’Furniture had been with the company for about five years, had done great work, and exhibited great leadership potential. Patty was very excited about the news, but at the same time was very nervous...

It must be IT audit season

... After not being audited in over a year, it seems to Rusty Steel, the Director of Infrastructure, that everyone wants to audit his group at the same time. In fact he received the following three calls the same week from internal audit, the external auditors, and the head of sales regarding a client due diligence audit. Rusty believes that his organization is generally in very good shape for these audits, but audits in general make him very nervous. From past experience, also he knows that audits can be very demanding on his staff’s time....

New leadership has major client service challenges

... Ilene Dover was really excited. She got a call from an old friend in the Marketing Department at Chameleon Company about an open position management job responsible for the sales and marketing systems. She had the right background. She had the right skills. She had great references. She got the job as the Manager of Sales and Marketing Systems.

One would think that next, she lives happily after. Well, yes and no. She very quickly found out that the internal business clients supporting by her department are very dissatisfied with her team’s support....

Projects are late, over budget, and not meeting user needs

... Kerry Oki, the VP of Technology called Ivana Gooddata, the Director of Software Systems into his office and told her he just returned from a three day offsite meeting with the company’s senior management team. He went on to tell Ivana that the VPs of Finance, HR, Sales & Marketing, and Important Stuff were very unhappy with the quality of internally developed software and the number of issues with current projects. Kerry then told Ivana that these issues must be corrected before the CEO, Ima Lizard, and the rest of the senior management team loses confidence in them both...