



## Basic Business Skills Training for IT Professionals

### On-Site Courses At-A-Glance

	COURSE	DAYS	DESCRIPTION
<b>FOUNDATION COURSE</b>	<b>IT Investment Management Best Practices</b>	1	How value-driven organizations are improving their IT governance approach. Targeting the right maturity level and a practical upgrade evolutionary path.
	<b>How to Develop an IT Business Case</b>	1	A "business case" <u>proves</u> the need to invest in IT. Well-crafted cases require knowledge of acceptable structures and the data top-management expects. Learn how to make persuasive <u>business</u> case.
<b>IT INVESTMENT PLANNING</b>	<b>How to Perform A Cost-Benefit Analysis</b>	1	From a business perspective, the best IT solution choice is rarely self-evident. This is <u>the analysis</u> business decision-makers expect solution advocates and project managers to deliver to back-up their recommendations.
	<b>How to Perform a Cost-Benefit Analysis II: Applied Techniques</b>	2	This course is for those who: (1) know the basic 8-step CBA procedure, (2) face more complex analysis situations, and (3) are prepared to discuss and complete (individually or as a team) a CBA for an IT selection decision for their organization.
	<b>What's the ROI? How to Quantify IT's Real Value</b>	1	Business decision-makers want to know what they get ("return") for the money they are asked to spend ("invest") for IT. Learn the straightforward procedure for measuring the financial and non-financial value of IT.
<b>IT PERFORMANCE MANAGEMENT</b>	<b>Introduction to IT Business Performance Management Systems</b>	1	What IT pros need to know before instituting or revamping an IT performance management and measurement program (e.g., Balanced Scorecard).
	<b>Building the Framework for Performance Management</b>	2	Have you ever designed and implemented a performance management and measurement program? Learn what it takes and how to do it right from the experts.
	<b>IT Business Performance Indicators and Metrics</b>	2	What's a metric? An indicator? What exactly will you measure and how? How do you pick "the critical few" to avoid the all too common "data overload" problem.
<b>IT Budget Planning &amp; Management</b>	<b>IT Budgeting Basics</b>	1	Non-financial pros are expected to develop tight plans and "manage to the budget". IT pros learn what they need to know.
	<b>Budget Planning and Management for IT Projects</b>	2	IT pros know that project budgets are a challenge to develop and even more difficult to manage. Learn the techniques for doing it right.
	<b>How to Justify IT Expenses</b>	1	Just because a project is "approved", doesn't guarantee the money is available when needed. Learn how to make a concise, persuasive case.

For more information about on-site training or open-enrollment seminar schedules, call us at (212) 633-2001 or log on at <http://www.rms.net>