AI in IT Management

New training about AI implications to IT management

CERTIFICATION
AI IN IT MANAGEMT

Course duration: 1 day including certification exam

Overview: The turbulent adoption of AI in various forms challenges traditional IT management practices, where IT is often described as a service or product provider responding efficiently to internal customer demand. AI—and more broadly, the transformation of routine tasks into predominantly knowledge work—necessitates a shift in IT management and the introduction of new IT governance components. This training provides an overview of key implications, including practical hints and best practices.
SFIA skills: METL Methods and tools, INOV - Innovation.

Prerequisites: No mandatory training required, DCMM Masterclass can be an useful introduction to human and digital agents collaboration method and AI as a new component of IT governance.

Target groups: IT managers at all levels—including CIOs and IT governance experts—who aim to incorporate AI agents into IT management and modernize their IT governance components will benefit from this training.

Course objectives: Participants will gain knowledge of what needs to change in IT management and how to implement these changes in light of growing AI adoption across organizations. The training includes practical examples and templates to support implementation..

Learning outcomes: Course participants will gain knowledge of how to improve the perception of IT by shifting the focus of IT metrics away from reactive metrics towards multidimensional and composite metrics that better reflect the knowledge-based and proactive nature of IT work.

Follow-up courses: DCMM Masterclass, Innovation management in IT, Managing knowledge worker quality

Course agenda: one-day combined form of presentation, discussions and exercises

- Traditional methods and what is missing
- Digital agents and Digital Intelligent agents
- Collaboration driven management
- Innovation management
- IT governance implications – new components
- Productivity and quality metrics
- Probabilistic expected outcomes PEO

Additional information: Templates related to the training content will be shared with students and discussed in terms of their practical utilization.

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