

Online Training : IT Balanced Scorecard

Descriptions

This is a comprehensive IT Balanced Scorecard training course for business an IT and business people who are involved in IT operations and IT projects, including IT service performance.

The course shows how the implementation of IT balanced Scorecard, from inception to post implementation review.

The course is very highly rated by those who attend. It covers a lot of material in 3 days yet is run in a relaxed manner and all will feel welcome.

Trainer: Vincent Darmawan, S.Kom, M.M

WAKTU PELAKSANAAN

18 - 19 November 2027

09:00 - 15:00 WIB

TEMPAT PELATIHAN

By Zoom

Harga

Group Price: Rp 3.700.000
Full Fare: Rp 4.050.000

**) Harga di atas tidak dikenakan PPN 11%, sudah termasuk E-Certificate dan Modul.*

This IT Balanced Scorecard training course is suitable for project managers and team leaders, IT developers and testers and for business people who are involved in IT projects and IT operations. There are no prerequisites - no prior management training is necessary, no specific IT knowledge is needed.

The course is built around a series of consecutive structured lectures, class exercises, and class discussions with the perspectives of Information Technology.

Objectives

Today's IT Balanced Scorecard presents unique challenges to the IT operation and services requiring coordination with many stakeholders and integration of various technological capabilities.

In Managing IT operations, participants will discover critical success factors and hidden risks inherent in IT operation-and participants will leave with an understanding of strategies and techniques developed in the field by experienced IT Balanced Scorecard managers for successfully managing IT operations and smooth implementation of IT strategy.

"IT" means different things to different people. This course addresses all areas of IT operation management which are hardware, software, systems integration, communications, and human resources.

Participant will learn techniques to determine service requirements, set goals tied directly to stakeholder needs, get the most from IT operation team, and use Balanced Scorecard as tools to improve IT services and strategy implementation.

By extending traditional Balanced Scorecard concepts into the IT arena, participants will gain an understanding of the strategies and skills necessary to manage and implement IT strategy of any size.

And further participants will take home powerful tools to enhance their IT service capabilities, as well as written text in our course binder explaining the concepts in each unit for reference when you return to the workplace.

Participants will learn IT Balanced Scorecard skills through hands-on exercises, interactive case studies, and relevant discussions with peers and an experienced IT Balanced Scorecard instructor. This approach allows participants to practice new skills and ask questions as participants assimilate a broad array of practical experiences that can immediately be applied when they return to the workplace.

Target Audience

- Senior and Middle Project, Operations Managers and IT strategy implementer
- Managers wishing to increase or update their knowledge of IT Balanced Scorecard methodology functions and processes.
- Others with an interest in improving IT services and operation management results within their organizations, and who would benefit from an understanding of the balanced Scorecard knowledge as related to IT strategy implementation.
- Direct involvement in IT strategy implementation, either as a project manager or as a staff member, then this training becomes a recommended prerequisite

Course Contents and Descriptions

1. Overview of Balanced Scorecard and IT Balanced Scorecard
    - Definition and characteristics of Balanced Scorecard, common reasons why IT strategy and implementation fail Critical factors for success. The IT Balanced Scorecard life cycle and the activities of each life cycle phase in IT operations and Project processes.
2. IT Balanced Scorecard Concept
    - Selecting and applying IT Balanced Scorecard, identify key stakeholders and describe the purpose and content of a IT Balanced Scorecard business case, further prepare a IT Balanced Scorecard project.
3. Requirements definition in IT Balanced Scorecard

- Identify and articulate strategy and operation requirements, and distinguish between functional and technical requirements. Use different methods for gathering requirements, and develop a requirements traceability methodology as related to IT strategy i

4. Planning and Implementation Phase
    - Identify the key components of the IT Balanced Scorecard implementation plan and the planning process.
    - Construct a work breakdown structure showing all work components. Build a IT Balanced scorecard project schedule estimate duration, resources, and costs, also describe the Information System and Information Technology operating standard.
5. IT Balanced Scorecard Standard and Cascade
    - Describe the major activities of the preliminary and detailed standard of IT Balanced Scorecard, activities as related to cause and effect relationship, and further refinement between business Balanced Scorecard and IT Balanced Scorecard and the derivatives or cascade.
6. IT Balanced Scorecard Perspectives
    - This segment of training describes the perspectives components of IT Balanced Scorecard such as: corporate contribution perspective, customer orientation perspective, operational excellent perspective, future orientation perspective
7. Strategic Information Capital
    - This segment describes strategic information capital portfolio and the components and the integration of intangible assets as related to Balanced Scorecard, measuring strategic readiness for information capital.

Case Studies

Case-based discussions will be conducted with topics related to the subjects of training-IT Balanced Scorecard

Instruktur Pelatihan

Vincent Darmawan, S.Kom, M.M

Vincent Darmawan adalah alumnus Fakultas Management Informatika Universitas Bina Nusantara (BINUS) pada tahun 1997.
Ia memulai karirnya sebagai EDP Staff di sebuah perusahaan trading pharmaceutical di Jakarta, kemudian pengalaman praktisnya berlanjut menjadi IT programmer, IT Infrastruktur dan sekarang sebagai Corporate IT Manager di sebuah perusahaan Kosmetik & Herbal terkemuka di Indonesia

Selain pengalaman sebagai praktisi di bidang IT lebih dari 15 tahun baik IT Infrastructure dan IT System di berbagai perusahaan Go Public yang bergerak di bidang Manufactur, IT Solution, Distribusi, Retail, ia juga sebagai Penulis buku IT terbitan Elexmedia Komputindo.

Ia juga memiliki sertifikasi ITIL v.3, MCP (Microsoft Certified Profesional) dan berpengalaman dalam team Project implementasi Balanced Scorecard yang akhirnya berhasil sebagai perusahaan PMDN pertama di Indonesia yang memperoleh Award BSC Hall of Fame dari Kaplan-Norton.

Materi pelatihan yang pernah diberikan adalah Balanced Scorecard, ITIL, SLA (Service Level Agreement), IT Policy, dll

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