



Fast-Track IT Enablement™

Series E : Program Office Execution


Executive Workshops for Jump-Starting Action

**WORKSHOP E13:
INTERNATIONAL COMMUNICATION AND CULTURE**

**WORKSHOP E14:
PROGRAM MANAGEMENT**

**WORKSHOP E15:
ACCOUNT MANAGEMENT**

JUMP-START YOUR INFORMATION TECHNOLOGY PROGRAM MANAGEMENT EXECUTION STRATEGY IN LESS THAN EIGHT HOURS



Each Workshop:

- Can be delivered independently of others in the series
- Less than one day in length and can be delivered at your site
- Drives improvement immediately with tools and guidance *adopted on Day 1*.

ACCOUNT MANAGEMENT AND PROGRAM OFFICE — IT ENABLING GROWTH

Your culture and “reach-out” is not a “nice to have”. IT program management has a direct impact to the enterprise profitability.

Customer engagement of the portfolio is formalized, regular and measured.

- *Is your program management overseeing the portfolio with hard and managed metrics vs. floundering timelines?*
- *Not everything is critical to the company’s success today; how do you determine value?*
- *How are you engaging your customers and leading the knowledge transfer?*
- *Are you managing an international workforce with different cultural constructs and interpretations?*

The clock is ticking



YOUR BENEFITS

- Your leadership attacking latest IT challenges with structure and rigor on Day 1 — Fast-Track knowledge
- ROI tools and execution plans to measure/advance the hard benefits of your IT strategy
- Senior IT managers stepping into IT “business management” responsibility
- Ready to use, structured actions and tools for IT business management
- Executive IT leaders and practitioners who built “business management” IT
- Plans and *Answers* to your IT Challenge, in one day, with minimal impact to your schedule.





OUR DIFFERENCE

Collaborate	Drive	Sustain
		
<ul style="list-style-type: none"> • R&Rs and action plans for leaders 	<ul style="list-style-type: none"> • ROI in a matter of weeks vs. years 	<ul style="list-style-type: none"> • Tools to maintain and sustain urgency
		
Day 1 Readiness	Day 1 Action Plans	Day 1+ Success



Fast-Track IT: The Enablement Series™

Series E: Program Office Execution

Executive Workshops for Jump-Starting Action

Series #	Series	Work Shop #	Workshop	Executive Mgmt	VP / Directors	Senior Managers	Program & Acct. Mgrs
E	Program Office Execution	13	International Communication and Culture	Primary Focus	Primary Focus	Primary Focus	Primary Focus
		14	Portfolio Management Leadership	Secondary Focus	Secondary Focus	Secondary Focus	Primary Focus
		15	Account Management Success	Primary Focus	Primary Focus	Secondary Focus	Primary Focus



WORKSHOP E13

INTERNATIONAL COMMUNICATION AND CULTURE

WORKSHOP E14:

PORTFOLIO MANAGEMENT LEADERSHIP

WORKSHOP E15:

ACCOUNT MANAGEMENT SUCCESS



Collaboration drives bottom line returns. Its mechanics are part of the company's culture, often mistakenly thought as "nice-to-have." The level of cross-departmental communication has direct bearing on the profitability of the enterprise.

How can all upstream requests be "urgent" and strategically required? An objective approach for managing the requests and collaborating with the Lines of Business is necessary to drive prioritization; strategically and financially.

Every process is geared to the satisfaction of your customers. All employees and partners in your organization must recognize their impact to the bottom line. We focus on IT account management strategy; the metrics proving/monitoring value.



- Corporate Mission and IT alignment — all depts.
- IT Go-forward plans
- Follow-through and avoidance of stagnation
- End-to-end workflows
- Communication metrics

- Project portfolios and company performance
- Project prioritization
- Financial management in PPM
- Maturity of your PPM activities and quarterly roadmap

- Planning to Reach out to Lines of Business
- Account Management Metrics, finance, strategy
- Ambassador Programs, not a "nice to have"
- Measuring ROI of account management



- How culture affects profit; Impact calculator
- How to avoid meeting waste, sustain discipline
- Formal communication guide for LoBs
- Manager's collaboration toolset and templates

- Success factors in developing a portfolio view
- Prioritization templates and collaboration tool
- Financial tracking template
- TCO and ROI calculator; LoB Collaboration Guide

- Lines of Business collaboration plan
- Maturity Assessment
- How to measure success / ROI of your account management strategy
- IT Objective account management roadmap