

# Digital Capabilities Management Model – Masterclass

Course code: Q4IT\_DCMMMC

This is an introduction course to entirely new Digital Capabilities Management Model (DCMM), targeted to collaborative and innovation focused management of internal IT departments, supporting organization's wide digital transformation efforts. Support of continual learning and adaptations, artificial intelligence and machine learning a machine supported decision making.

## Who is the course for

Any IT professional aiming to learn about radically new management model supporting digital transformation a working in collaborative networks.

## What we teach you

Learn participant new management model discontinuing service management logic. Course participants will understand key differences between service economy logic and collaborative models, where driving motivation is minimized administrative overhead, flexibility, sharing of resources and maximized benefit measured on the organization level. Model supports usage of artificial intelligence and machine supported complex analysis and decision support.

Related SFIA skills: ITSP – Strategic planning, GOVN – Governance, INOV – Innovation, METL – Methods and tools, OCDV – Organisational capability development

## Required skills

No pre-requisites.

## Course outline

- The logic of ITSM and its consequences
- Context of Agile
- Management patterns
- Key attributes of collaboration inside the organization
- Digital capabilities management model components
- DCMM model principles
- Activities and complex stories as source of learning
- Digital agents and capabilities, support of artificial intelligence, adaptations and learning
- Techniques – CVC, ADRA, RBA
- Online certification exam DCMM Masterclass

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