Managing Technology Operations and Innovation – C927

Overview

Managing Technical Operations and Innovations explores the importance of innovation in the processes of operations management and business competitiveness. From the formulation of tactical operations plans from strategic objectives, IT executives need to create partnerships to drive innovation within an organization. This course provides students with the practical knowledge and understanding of operations management concepts, business models, methods, tools, applications and best practices used by successful organizations to improve their operations. This course has no prerequisites.

Competencies

▲ Operations Alignment
The graduate formulates the alignment of IT operations with an organization's strategic vision and objectives.

▲ Resources and Business Processes Management
The graduate manages resources and business processes to support an operationally efficient and innovative IT environment.

▲ Innovation Through Partnerships
The graduate creates partnerships with business and IT stakeholders, incorporating innovation into the organization.

▲ Viability Assessment
The graduate determines the viability of current and new business processes and tools to support technology operations and innovation in the organization.

Learning

Getting Started
Welcome to Managing Technology Operations and Innovation! This course uses the uCertify learning resource, which contains all the necessary reading materials and interactive learning activities. For the best understanding of the course content, complete each module assigned. To help you track your progress, we suggest you follow the pacing guide identified at the beginning of the course. Competency will be demonstrated by the successful completion of a performance assessment. Select the “Go to Course Material” button to begin.

GO TO COURSE MATERIAL
Assessments
Performance Assessment: Managing Technology Operations and Innovation
Status: Not Attempted
Code: NCP2

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Course Instructor

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