

IMPLEMENTING IT GOVERNANCE

Chapter 1 – Introduction to IT/Business Alignment, Planning, Execution and Governance.

Chapter 2 – Overview of A Comprehensive IT Governance Framework and Roadmap and Related Industry Best Practice Frameworks –

Chapter 3 – Business and IT Alignment, Strategic/Operating Planning and Portfolio Investment Management Excellence (Demand Management) –.

Chapter 4 – Program and Project Management Excellence (Execution Management

Chapter 5 – IT Service Management and Delivery (ITSMD) Excellence (Execution Management)

Chapter 6 – Strategic Sourcing, Outsourcing and Vendor Management Excellence (Execution Management

Chapter 7 – IT Governance Performance Management, Management Controls, Risk Management, Business Continuity and Enabling Technology Excellence

Chapter 8 – Principles of Creating Superior Leadership, High Performance Teams and Managing Successful Change for IT Governance –

Chapter 9 – Summary, Lessons Learned, Critical Success Factors and Future Challenges