



Let's Reach For Excellence!

TAN DUC INFORMATION TECHNOLOGY SCHOOL JSC

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Information Technology Management – Basic Skills

Duration: 02 days

This course teaches that the major role of IT is to provide enterprises with strategic advantage by facilitating problem solving, increasing productivity and quality, improving customer service, enhancing communication and collaboration, and enabling business process restructuring.

By taking a practical, managerial-oriented approach, the course demonstrates how IT is a critical success factor in enterprise operations and critical to their survival. Designed for all business majors, this course covers the basic tools and technologies, as well as emphasizing innovative uses of technology. Integrated throughout is how IT, including the use of social computing, mobile computing, the Web, intranets, etc, changes how business is done in almost all enterprises.

COURSE OUTLINE

Part I Understanding Information Systems that Support Organizational Performance

- Information Systems in the 2010s
- IT Infrastructure and Support Systems

Part II Data and Network Infrastructure

- Data, Text, and Document Management
- Network Management and Mobility
- IT Security, Crime, Compliance, and Continuity

Part III Web, Wireless, and Social Media Strategies

- E-Business and E-Commerce
- Mobile Computing and Commerce
- Web 2.0 and Social Media

Part IV Operational and Enterprise Systems and Processes

- E-Business and E-Commerce
- Mobile Computing and Commerce
- Web 2.0 and Social Media
- Operational Planning and Control Systems
- Enterprise Information Systems
- Business Intelligence and Decision Support

Part V Managing IT, Business Processes, and Social/Ecology Responsibility

- IT Strategic Planning
- Business Process Management and Systems Development
- Global Ecology, Ethics, and Social Responsibility