SME Toolkit Training Series

Workshop Overview:
Information and Communications Technology Management

**Overview:**
This two-day workshop is specifically designed to provide SMEs with a real-world understanding of how to make their businesses more competitive by aligning business strategy with Information and Communications Technology strategy, thus delivering value for a business and supporting business success. Information systems are one of the major tools available to business managers for achieving operational excellence, developing new products and services, improving decision making, and achieving competitive advantage.

**Objectives:**
The workshop aims to cover the following areas;

1. Role of Information Technology (IT) and Information system (IS) in SMEs.
2. Information Systems, Organizations and Management Strategy
3. IT infrastructure and Emerging Technologies
4. Innovating with Technology, Information Systems and Global E-Business and Collaboration
5. Securing Information Systems & Ethical and Social Issues in Information Systems

**Audience:**
IT professionals operating in SMEs.
Methodology: The training approach is based on the principles of adult learning. The course models a variety of effective training methodologies, including demonstration, practice, discussion, case study, brainstorming, role play, games, and presentation. The use of these various methodologies in this interactive workshop ensures that all learning styles can participate and be successful in this event.

Outcomes: At the end of this workshop participants will be able to:

1. Explain advance concepts for management of Strategic Information Systems
2. Discuss the technical principles of Information Systems and Networks in today’s organizations and its impact on business competitiveness
3. Describe the use and types of Enterprise Information Systems in a connected world
4. Understand how information and information systems are used by business executives to assist in decision making, improve organizational business processes and enhance competitive advantage
5. Apply knowledge of information technology infrastructure, e-commerce and emerging technologies to support the business environment
6. Use information systems and information technology in an ethical, responsible and legal manner
7. Participate in planning for and management of Strategic Information Systems: Solution Identification, Lifecycle Management, Critical Success Factors

Materials: Workbook (will be provided).

Course Length: Two (2) days