Digital Transformation - IT Strategy & Operations

Transform Your IT Strategy and Business Operations Today

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Course Description

This 2-day hands-on course on **Digital Transformation - IT Strategy & Operations** equips trainees with the knowledge, skills and strategies necessary to streamline and optimise business processes, data and worker outcomes across the company and enhance overall efficiency with adaptive, best-fit software solutions. Discover how you can transform the way work gets done in your company and future-proof your company in preparation for the AI and automation era.

This course provides trainees with the necessary mindsets and end-to-end digital transformation skills such as **establishing** a digital transformation repository, **diagnosing** business inefficiencies, **determining** needs and requirements of technologies for business units, **translating** business needs into IT requirements, **evaluating** IT solution providers, **designing** implementation plans and **managing** digitalisation projects aligned to time, cost and success outcomes.

Trainees will be able to apply their skills to create a comprehensive digital transformation repository, conduct interviews and workshops with business units to identify pain points, execute business process analysis, design data schemas, create software requirements specifications, evaluate solutions against software requirements, time and budget, and execute agile digital transformation projects.

Trainees will be exposed to agile software development basics and real-world, up-to-date digital transformation case studies for SMEs and MNCs in Singapore beyond theoretical frameworks to gain a realistic perspective of digital transformation projects which includes best practices and common challenges so that they can drive digital transformation successfully to achieve operational excellence, adaptive growth and bring company results and bottomline to the next level.

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Course Duration
2 Days
9am to 6pm

Learning Mode
Face-to-Face Classroom or
Online-Based Classroom (Zoom)

$588.00 (incl. 9% GST)

Target Audience

- Service-based SME Business Owners
- IT/Technology managers
- Operations Managers
- Business Process Improvement Executives/Managers

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Course Highlights

In this Digital Transformation - IT & Operations Course, trainees will learn:

- How to create a digital transformation strategy tailored to their company's existing resources and technologies to achieve operational excellence
- How to create a digital transformation repository
- How to conduct requirements workshops to identify pain points and gather business needs
- How to translate business needs into IT requirements
- How to successfully evaluate and select the right software solution providers based on key evaluation criteria
- How to manage and implement end-to-end digital transformation projects successfully

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Course Objectives
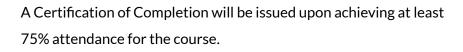
By the end of the class, you will be able to:

- Establish a company-wide culture of digitalization and continuous improvement
- Develop a comprehensive digital repository of data schemas, processes, stakeholders and technologies
- Conduct interviews and workshops to map the needs and requirements of business units and identify pain points that can be resolved with digital technology solutions
- Translate business needs into IT language

- Evaluate technology solutions for implementation and drive buy-in amongst internal stakeholders in accordance with designed implementation plans
- Design implementation plans for digital technology solutions and use Agile methodologies effectively to run projects and monitor timelines for projects by working with business executives

Certification

A Certification of Completion will be issued upon achieving at least 75% attendance for the course.

Course Outlines

Introduction to Digital Transformation in IT & Operations

Instructor-Led | Mode of Delivery (Lecture & Illustration, Group Discussion)

- Definition of Digital Transformation for IT & Operations
- Types of Digital Transformation initiatives in IT & Operations
- Benefits of Digital Transformation
- Digital Transformation Model
- Key Drivers for Digital Transformation
- Key Digital Transformation Stakeholders
- Key Challenges of Digital Transformation

Digital Transformation Framework & Strategies

Instructor-Led | Mode of Delivery (Lecture & Illustration, Group Discussion, Demonstration & Practical Application, Class Activity)

- Digital Transformation Case Studies
- The Golden Triangle
- Establishing a Digital Center of Excellence
- Establishing a Digital Transformation repository

Course Outlines

Gathering Business Requirements from Key Stakeholders

Instructor-Led | Mode of Delivery (Lecture & Illustration, Demonstration & Practical Application, Class Activity)

- End-to-end Requirements Gathering Process
- Requirements Gathering Pre-requisites
- Conducting Requirements Gathering Workshop
- Requirements Gathering Deliverables

Translating Business needs into Software Requirements

Instructor-Led | Mode of Delivery (Lecture & Illustration, Demonstration & Practical Application, Class Activity)

- Types of Software Requirement Documentations
- Functional and Non-functional Requirements
- Business Rules
- Business Process Diagramming using BPMN with Draw.io
- Documenting Requirements using User Stories (SCRUM) framework

Course Outlines

Evaluating Software Solutions

Instructor-Led | Mode of Delivery (Lecture & Illustration, Demonstration & Practical Application, Class Activity, Group Discussion)

- Types of Software Providers (VAR, MSP, ISV, SI)
- Software Charging Models (Subscription, Usage, Freemium, Tiered, Per-user, Metered, Pay-Per-Feature, Man-days)
- Ready-made (Off-the-shelf) vs Custom-built software
- Low-code, No-code (LCNC) Development Platforms
- Total Cost of Ownership (TCO)
- Evaluating software solutions using Cost-Benefit Analysis (CBA)

Managing Digital Transformation Projects

Instructor-Led | Mode of Delivery (Lecture & Illustration, Demonstration & Practical Application, Class Activity, Group Discussion)

- Building a Business Case
- Key Metrics for measuring Project Success
- Waterfall Project Management Framework
- Scrum Project Management Framework
- When to use Waterfall or Scrum framework for your project

Trainer Bio
Brendon Koh

Brendon is a seasoned digital transformation consultant and IT project manager with a decade of experience in low-code and no-code software development. He successfully led numerous software projects for startups, SMEs, and MNCs across the world. His notable clients include Changi Airport Group, Certis Cisco, NAFA, and Cargo Community Network. He also played a pivotal role in strategically growing a wedding entertainment company from a 4-member team to a robust workforce of 70.

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Why Learn with Equinet?

Access recorded sessions of live classes
Replay parts of the course from your in-person or online classes. An excellent recap method.

Re-attend the course once within 3 years
Forgotten what you've learnt after some time? Resit and re-experience the entire course in-person or online.

3-year access to the courseware via our LMS
Get 3-year access to the updated course slides, templates, guides, and videos. Be ready to implement the concepts learnt.

Post-training mentoring with industry experts
Facing challenges during implementation? Consult our experts in a small group setting. Regularly scheduled.

Lifetime access to community support group
Be part of an exclusive support forum where you can post questions, discuss, and get feedback from fellow learners and experts.

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Frequently Asked Questions

Who is this course for?
This course is suitable for Service-based SME business owners, IT/Technology Managers, Operation Managers and Business Process Improvement Executives/Managers who have a basic understanding of the organization's current operations, experience with business software applications (e.g. Google Drive/Microsoft Suite, Accounting Software, HR Software, CRM, ERP etc.) and direct involvement with digital transformation initiatives (e.g. business process improvement, automation etc.) to drive operational excellence and achieve adaptive growth.

Is this course suitable for beginners?
Yes, the course is designed for individuals with varying levels of digital transformation knowledge.

What software will be provided during the course conduct?
Various cloud-based software tools, along with instructions for access, to execute all exercises will be provided during the conduct of the workshop.

How interactive is the workshop?
The workshop includes hands-on activities, group discussions, and practical exercises to enhance engagement.

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Frequently Asked Questions

Will the course provide resources for executing digital transformation in my company?
Yes, participants will receive all digital resources (e.g. templates, guidelines) needed to run end-to-end digital transformation initiatives in your company.

Do I have to prepare anything before attending the course?
For in-person training, do bring along a laptop. You also have the option to loan a laptop from us for the duration of the course. You may also want to bring along a jacket in case the room gets cold.

For online classes, do ensure you have a functional laptop and have Zoom installed prior to class.

Is any specific technology expertise required?
Participants are required to have basic understanding of organization's current operations and possess basic understanding and experience with common SME software used (e.g. Microsoft/Google Suite, Accounting Software, HRMS software, ERP, CRM etc.)

If I have any questions after the course, can I consult the trainer?
Yes, you may contact your trainer after the course. There are other post-training support channels such as the Insider Community where you may network with like-minded individuals and industry experts and live Post-Training Mentoring sessions where you may seek advice from a subject matter expert.

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