

# LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

## Adv Diploma in Global IT Operations & Digital Transformation

*Executive Level*



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### LAPT — London Academy of Professional Training

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**Reference** IT-ISM-E • IT Centres

UKPRN 10067351 • Registered in England and Wales, company 4984798

AT A GLANCE

|               |                                                |
|---------------|------------------------------------------------|
| REFERENCE     | IT-ISM-E                                       |
| AWARD         | Certificate                                    |
| ASSESSMENT    | 425 marks — 255 to pass (60%)                  |
| PREREQUISITES | None                                           |
| VALIDITY      | Lifetime                                       |
| AWARDING BODY | LAPT — London Academy of Professional Training |

CURRICULUM

1

Continuous Improvement and Change Management

5 chapters · 30 classes60 marks

• 1 Foundations of Continuous Improvement & Change Management — 6 classes

› 1.1 Understanding the Principles of Continuous Improvement

› 1.2 Identifying Key Drivers for Change Management

› 1.3 Exploring Popular Continuous Improvement Methodologies

› 1.4 Analyzing Organisational Readiness for Change

› 1.5 Implementing Continuous Improvement Strategies

› 1.6 Evaluating the Impact of Change Management Initiatives

• 2 Frameworks and Methodologies for IT Change — 6 classes

› 2.1 Understanding IT Change Frameworks and Methodologies

› 2.2 Exploring Agile Methodologies for IT Change

› 2.3 Implementing ITIL for Effective Change Management

› 2.4 Leveraging Lean Principles in IT Operations

› 2.5 Integrating DevOps for Continuous Improvement

› 2.6 Applying Change Models to Real-World IT Scenarios

• 3 Identifying and Analyzing Improvement Opportunities — 6 classes

› 3.1 Understanding the Fundamentals of Continuous Improvement

› 3.2 Identifying Key Drivers for Change in Organizations

› 3.3 Analyzing Current Processes for Improvement Opportunities

› 3.4 Utilizing Data to Pinpoint Areas for Process Enhancement

› 3.5 Engaging Stakeholders in Identifying Improvement Needs

› 3.6 Prioritizing Improvement Opportunities for Strategic Impact

• 4 Strategic Implementation of Change Initiatives — 6 classes

› 4.1 Understanding Change Management Frameworks

› 4.2 Analyzing Stakeholder Impact and Engagement

› 4.3 Identifying Key Drivers for Strategic Change

› 4.4 Designing Effective Communication Strategies for Change

› 4.5 Implementing Change Through Agile Methodologies

› 4.6 Evaluating and Sustaining Change Initiatives

• 5 Evaluating and Sustaining Continuous Improvement — 6 classes

› 5.1 Understanding the Principles of Continuous Improvement

› 5.2 Analyzing Performance Metrics for Continuous Improvement

› 5.3 Exploring Continuous Improvement Tools and Techniques

› 5.4 Assessing the Impact of Change Management Strategies

› 5.5 Implementing Feedback Loops for Sustained Improvement

› 5.6 Creating a Culture of Continuous Improvement and Adaptation

### • 1 Understanding Digital Innovation Fundamentals — 6 classes

- › 1.1 Defining Digital Innovation: Concepts and Terminology
- › 1.2 Exploring the Drivers of Digital Transformation
- › 1.3 Identifying Key Technologies in Digital Innovation
- › 1.4 Analyzing the Impact of Digital Innovation on Industries
- › 1.5 Understanding the Role of Leadership in Digital Transformation
- › 1.6 Evaluating Frameworks for Successful Digital Innovation

### • 2 Strategic Frameworks for Digital Transformation — 6 classes

- › 2.1 Understanding Digital Transformation: Key Concepts and Definitions
- › 2.2 Exploring Strategic Frameworks: Identifying the Right Approach
- › 2.3 Analyzing Success Factors: What Drives Successful Digital Transformation?
- › 2.4 Evaluating Technology's Role: Tools and Enablers for Transformation
- › 2.5 Assessing Impact: Measuring and Managing Change
- › 2.6 Implementing Strategies: Practical Steps for Digital Transformation

### • 3 Technologies Enabling Digital Change — 6 classes

- › 3.1 Understanding Core Digital Technologies
- › 3.2 Exploring Cloud Computing in Transformation
- › 3.3 Harnessing Artificial Intelligence for Innovation
- › 3.4 Utilizing Data Analytics for Strategic Decisions
- › 3.5 Implementing Cybersecurity Measures in Digital Change
- › 3.6 Integrating Emerging Technologies for Competitive Advantage

### • 4 Organizational Culture and Skill Adaptation — 6 classes

- › 4.1 Understanding Organizational Culture in Digital Contexts
- › 4.2 Analyzing the Impact of Digital Transformation on Work Environments
- › 4.3 Identifying Key Skills for Digital Adaptation
- › 4.4 Developing Strategies for Skill Adaptation and Growth
- › 4.5 Fostering a Culture of Continuous Learning and Innovation
- › 4.6 Applying Change Management to Support Digital Transformation

### • 5 Measuring and Sustaining Digital Transformation — 6 classes

- › 5.1 Understanding Key Metrics for Digital Transformation
- › 5.2 Identifying and Setting Performance Indicators
- › 5.3 Analyzing Data to Measure Transformation Success
- › 5.4 Leveraging Tools for Effective Digital Measurement
- › 5.5 Strategies to Sustain Digital Transformation Progress
- › 5.6 Evaluating Continuous Improvement in Digital Operations

### • 1 Understanding Emerging Technologies in IT — 6 classes

- › 1.1 Exploring the Basics of Emerging IT Technologies
- › 1.2 Identifying Key Features of Emerging Technologies
- › 1.3 Analyzing the Impact of Emerging Technologies on Business
- › 1.4 Evaluating Current Trends and Innovations in IT
- › 1.5 Understanding the Role of AI and Machine Learning in IT
- › 1.6 Applying Emerging Technologies for Digital Transformation

### • 2 Artificial Intelligence and Machine Learning Applications — 6 classes

- › 2.1 Understanding the Basics of Artificial Intelligence
- › 2.2 Exploring Key Machine Learning Concepts
- › 2.3 Investigating AI Applications in Industry
- › 2.4 Analyzing Machine Learning Algorithms
- › 2.5 Evaluating the Impact of AI on Business Operations
- › 2.6 Developing Strategies for Implementing AI Solutions

### • 3 Cloud Computing and Edge Technologies — 6 classes

- › 3.1 Understanding Cloud Computing Basics
- › 3.2 Exploring Core Cloud Service Models
- › 3.3 Analyzing Cloud Deployment Strategies
- › 3.4 Investigating Edge Computing Fundamentals
- › 3.5 Comparing Cloud and Edge Computing
- › 3.6 Applying Cloud and Edge Technologies in Business

### • 4 Blockchain and Distributed Ledger Technologies — 6 classes

- › 4.1 Understanding Blockchain Concepts
- › 4.2 Exploring Distributed Ledger Technologies
- › 4.3 Analyzing Consensus Mechanisms
- › 4.4 Evaluating Use Cases for Blockchain
- › 4.5 Assessing Security Implications of DLT
- › 4.6 Identifying Opportunities for Digital Transformation

### • 5 Cybersecurity Innovations for Digital Transformation — 6 classes

- › 5.1 Understanding Cybersecurity Fundamentals in Digital Transformation
- › 5.2 Identifying Key Cyber Threats and Vulnerabilities in Emerging Technologies
- › 5.3 Exploring Innovative Tools and Techniques for Cyber Defense
- › 5.4 Analyzing the Role of Artificial Intelligence in Enhancing Cybersecurity
- › 5.5 Implementing Blockchain for Secure Digital Transactions
- › 5.6 Evaluating the Impact of Cybersecurity Innovation on Business Continuity

### • 1 Understanding Global IT Operations — 6 classes

- › 1.1 Exploring the Global IT Operations Landscape
- › 1.2 Identifying Key Components of IT Infrastructure
- › 1.3 Analyzing Cross-Cultural Considerations in IT Management
- › 1.4 Evaluating IT Governance Structures Worldwide
- › 1.5 Understanding International Data Management Practices
- › 1.6 Applying Global Standards in IT Operations

### • 2 Strategic Planning for IT Service Management — 6 classes

- › 2.1 Understanding the Role of IT Service Management in Global Operations
- › 2.2 Analyzing the Components of Strategic Planning for IT Services
- › 2.3 Identifying Key Stakeholders in IT Service Management
- › 2.4 Developing Objectives and KPIs for IT Service Strategy
- › 2.5 Designing a Framework for IT Service Delivery and Support
- › 2.6 Implementing Continuous Improvement in IT Service Management

### • 3 Cross-Cultural and Virtual Team Management — 6 classes

- › 3.1 Understanding Cultural Diversity in Global Teams
- › 3.2 Recognizing and Navigating Cultural Differences
- › 3.3 Building Effective Communication in Virtual Teams
- › 3.4 Strategies for Fostering Inclusive Team Environments
- › 3.5 Leveraging Cross-Cultural Competencies for Success
- › 3.6 Implementing Virtual Team Management Practices

### • 4 Risk Management and Compliance in Global IT — 6 classes

- › 4.1 Understanding IT Risk Management Concepts
- › 4.2 Identifying Potential Risks in Global IT Operations
- › 4.3 Analyzing Risk Mitigation Strategies
- › 4.4 Implementing Compliance in IT Systems
- › 4.5 Evaluating IT Security Standards and Protocols
- › 4.6 Applying Risk Management Frameworks in Global IT

### • 5 Driving Digital Transformation at Scale — 6 classes

- › 5.1 Understanding the Drivers of Digital Transformation
- › 5.2 Analyzing Key Frameworks for Scaling Digital Transformation
- › 5.3 Identifying Challenges in Global Digital Implementation
- › 5.4 Leveraging Technology to Enhance Operational Efficiency
- › 5.5 Developing a Roadmap for Digital Transformation
- › 5.6 Applying Change Management Strategies in Digital Initiatives

### • 1 Understanding Leadership Styles in IT — 6 classes

- › 1.1 Explore Different Leadership Styles in IT
- › 1.2 Analyze the Impact of Transformational Leadership
- › 1.3 Evaluate the Role of Servant Leadership in IT Teams
- › 1.4 Understand the Benefits of Adaptive Leadership
- › 1.5 Assess the Effectiveness of Transactional Leadership
- › 1.6 Apply Leadership Styles to Digital Transformation Challenges

### • 2 Developing Strategic Vision and Change Management — 6 classes

- › 2.1 Understanding Strategic Vision in IT Leadership
- › 2.2 Analyzing the Role of Change Management in IT
- › 2.3 Identifying Key Stakeholders in Digital Transformation
- › 2.4 Crafting a Compelling Strategic Vision Statement
- › 2.5 Implementing Change Management Strategies Effectively
- › 2.6 Evaluating the Impact of Strategic Vision on IT Operations

### • 3 Building High-Performance IT Teams — 6 classes

- › 3.1 Understanding the Dynamics of High-Performance Teams
- › 3.2 Identifying Key Roles in IT Teams for Optimal Performance
- › 3.3 Cultivating a Collaborative Team Culture in IT
- › 3.4 Leveraging Diversity and Inclusion for Team Success
- › 3.5 Implementing Agile Practices for Enhanced Team Efficiency
- › 3.6 Evaluating and Improving IT Team Performance

### • 4 Effective Communication and Stakeholder Engagement — 6 classes

- › 4.1 Understanding the Basics of Effective Communication in IT
- › 4.2 Identifying and Analyzing Stakeholders in IT Projects
- › 4.3 Building Trust and Rapport with IT Stakeholders
- › 4.4 Utilizing Active Listening Techniques in IT Leadership
- › 4.5 Managing Conflicts and Feedback with Stakeholder Engagement
- › 4.6 Developing Communication Strategies for Digital Transformation

### • 5 Driving Innovation and Continuous Improvement — 6 classes

- › 5.1 Understanding Innovation in IT Leadership
- › 5.2 Identifying Opportunities for Digital Transformation
- › 5.3 Implementing Continuous Improvement Strategies
- › 5.4 Fostering a Culture of Innovation and Collaboration
- › 5.5 Overcoming Barriers to Innovation in IT
- › 5.6 Measuring the Impact of Innovation Initiatives

**• 1 Chapter 1 — Foundations of Strategic IT Management** — 6 classes

- › 1.1 Understanding Strategic IT Management: Concepts and Importance
- › 1.2 Analyzing the Role of IT in Business Strategy Formulation
- › 1.3 Identifying Key Components of IT Management Frameworks
- › 1.4 Evaluating the Impact of IT on Competitive Advantage
- › 1.5 Exploring IT Governance and Decision-Making Structures
- › 1.6 Applying Strategic IT Tools for Business Transformation

**• 2 Chapter 2 — IT Governance and Policy Development** — 6 classes

- › 2.1 Understanding IT Governance Frameworks
- › 2.2 Exploring Key IT Policy Concepts
- › 2.3 Analyzing Stakeholder Roles in IT Governance
- › 2.4 Developing Effective IT Policies
- › 2.5 Aligning IT Policies with Organizational Goals
- › 2.6 Evaluating IT Governance and Policy Compliance

**• 3 Chapter 3 — IT Financial Management and Risk Assessment** — 6 classes

- › 3.1 Understanding IT Financial Management Concepts
- › 3.2 Analyzing IT Budgeting Techniques and Frameworks
- › 3.3 Exploring Cost Allocation and Control Strategies
- › 3.4 Assessing Financial Risks in IT Projects
- › 3.5 Implementing IT Risk Assessment Models
- › 3.6 Developing Strategies for Mitigating Financial Risks

**• 4 Chapter 4 — Digital Transformation and Innovation Management** — 6 classes

- › 4.1 Understanding Digital Transformation in IT Management
- › 4.2 Identifying Key Drivers of Digital Innovation
- › 4.3 Evaluating the Impact of Emerging Technologies
- › 4.4 Designing Digital Transformation Strategies
- › 4.5 Implementing Innovation in Global IT Systems
- › 4.6 Assessing Success and Sustainability of Digital Initiatives

**• 5 Chapter 5 — Performance Metrics and Continuous Improvement** — 6 classes

- › 5.1 Understanding Performance Metrics in IT Management
- › 5.2 Identifying Key Performance Indicators for IT Operations
- › 5.3 Analyzing IT Performance Data for Strategic Insights
- › 5.4 Utilizing Benchmarking to Drive IT Excellence
- › 5.5 Implementing Continuous Process Improvement Initiatives
- › 5.6 Evaluating and Optimizing IT Strategies for Future Growth