LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Certificate in IT Service Management and Support

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LAPT — London Academy of Professional Training

Address 85 Great Portland Street, W1W 7LT, London, United Kingdom

Email info@lapt.org

Telephone +44 7513 283044

Web lapt.org

Reference ITC-C07 • IT Centres

UKPRN 10067351 • Registered in England and Wales, company 4984798

4	178	1028	400	60%	Lifetime
SUBJECTS	CHAPTERS	CLASSES	TOTAL MARKS	PASS MARK	VALIDITY

AT A GLANCE

REFERENCE	**ITC-C07**
AWARD	**Certificate**
ASSESSMENT	**400 marks — 240 to pass (60%)**
PREREQUISITES	**None**
VALIDITY	**Lifetime**
AWARDING BODY	**LAPT — London Academy of Professional Training**

CURRICULUM

1

IT Service Management and Service Desk

23 chapters · 128 classes **100 marks**

- **1 Fundamentals of IT Service Management** — 5 classes
  - 1.1 Understanding IT Service Management Concepts
  - 1.2 Exploring the Role of IT Services in Business
  - 1.3 Identifying Key Processes in IT Service Management
  - 1.4 Examining the IT Service Lifecycle
  - 1.5 Applying Best Practices in IT Service Management
- **2 IT Service Management Frameworks** — 5 classes
  - 2.1 Understanding IT Service Management Concepts
  - 2.2 Exploring ITIL Framework Essentials
  - 2.3 Comparing ITIL, COBIT, and ISO/IEC 20000 Frameworks
  - 2.4 Identifying Key IT Service Management Processes
  - 2.5 Applying Frameworks to Real-World Scenarios
- **3 Key IT Service Management Processes** — 5 classes
  - 3.1 Understanding the ITIL Framework: Foundation Concepts
  - 3.2 Exploring Incident Management: Key Roles and Responsibilities
  - 3.3 Mastering Problem Management: Techniques and Tools
  - 3.4 Implementing Change Management: Processes and Practices
  - 3.5 Evaluating Service Level Management: Metrics and Outcomes
- **4 Roles and Responsibilities in IT Service Management** — 5 classes
  - 4.1 Understanding Key IT Service Management Roles
  - 4.2 Exploring Responsibilities Within IT Service Teams
  - 4.3 Identifying Best Practices for Role Implementation
  - 4.4 Comparing Roles Across Different IT Service Models
  - 4.5 Applying Role-Based Strategies in IT Service Management
- **1 Understanding the Role of an IT Service Desk** — 5 classes
  - 1.1 Exploring the Core Functions of an IT Service Desk
  - 1.2 Identifying Key Roles and Responsibilities within the IT Service Desk
  - 1.3 Understanding the Importance of Customer Service in IT Support
  - 1.4 Analyzing Common Tools and Technologies Used in Service Desks
  - 1.5 Applying Best Practices for Effective IT Service Desk Management
- **2 Customer Service Excellence in IT Service Desk Operations** — 5 classes
  - 2.1 Understanding Customer Service Excellence in IT Support
  - 2.2 Identifying Key Customer Service Skills for IT Professionals
  - 2.3 Implementing Effective Communication Strategies
  - 2.4 Resolving Customer Issues with Empathy and Efficiency
  - 2.5 Evaluating Customer Feedback to Enhance Service Quality
- **3 Key Processes and Tools for Efficient Service Desk Operations** — 5 classes
  - 3.1 Understanding Key Service Desk Processes
  - 3.2 Exploring Essential Service Desk Tools
  - 3.3 Implementing Incident Management Techniques
  - 3.4 Analyzing Problem Management Strategies
  - 3.5 Enhancing Service Desk Efficiency through Automation
- **4 Performance Metrics and Continuous Improvement Strategies** — 5 classes
  - 4.1 Understanding Key Performance Metrics in Service Desk Operations
  - 4.2 Measuring and Analyzing Service Desk Performance
  - 4.3 Identifying Areas for Improvement through Data Insights
  - 4.4 Implementing Continuous Improvement Strategies
  - 4.5 Monitoring and Evaluating Improvement Initiatives
- **1 Understanding the Fundamentals of Customer Service in IT** — 5 classes
  - 1.1 Defining Customer Service in IT Context
  - 1.2 Identifying Key Customer Service Attributes
  - 1.3 Exploring Common IT Customer Service Challenges
  - 1.4 Recognizing Effective Communication Techniques
  - 1.5 Applying Active Listening Skills in IT Support
- **2 Developing Effective Communication Skills** — 5 classes
  - 2.1 Understanding the Basics of Effective Communication
  - 2.2 Mastering Active Listening Techniques
  - 2.3 Practicing Clear and Concise Verbal Communication
  - 2.4 Developing Empathy Through Non-verbal Cues
  - 2.5 Applying Feedback for Enhanced Customer Interactions
- **1 Strategic Alignment of IT Services with Business Goals** — 6 classes
  - 1.1 Understanding IT Service and Business Goal Integration
  - 1.2 Identifying Key Business Goals Through IT Services
  - 1.3 Analyzing the Importance of Strategic Alignment
  - 1.4 Developing Strategies for Aligning IT with Business Objectives
  - 1.5 Evaluating the Impact of IT on Strategic Business Goals
  - 1.6 Implementing Best Practices for Sustained Strategic Alignment
- **2 Designing and Implementing Effective IT Service Management Strategies** — 6 classes
  - 2.1 Understanding the Framework of IT Service Management
  - 2.2 Identifying and Analyzing Stakeholder Needs
  - 2.3 Developing Strategic Goals for IT Services
  - 2.4 Designing Effective ITSM Processes and Workflows
  - 2.5 Leveraging Technology for Strategic Service Improvements
  - 2.6 Implementing and Monitoring ITSM Strategies
- **3 Optimizing IT Service Delivery and Performance Metrics** — 6 classes
  - 3.1 Understanding Key IT Service Metrics
  - 3.2 Analyzing Current IT Service Delivery Models
  - 3.3 Identifying Areas for Performance Improvement
  - 3.4 Implementing Strategies for Enhanced IT Services
  - 3.5 Measuring the Impact of Service Adjustments
  - 3.6 Reviewing and Refining Performance Metrics
- **4 Leadership and Change Management in IT Service Transformation** — 6 classes
  - 4.1 Understanding Leadership Roles in IT Service Management
  - 4.2 Exploring the Dynamics of Change in IT Services
  - 4.3 Identifying and Overcoming Resistance to IT Change
  - 4.4 Cultivating a Culture of Continuous Improvement in IT Teams
  - 4.5 Developing Strategic Vision and Communication for Change
  - 4.6 Implementing Effective Change Management Strategies in IT
- **5 Risk Management and Continuous Improvement in Strategic ITSM** — 6 classes
  - 5.1 Understanding Risk in IT Service Management
  - 5.2 Identifying and Assessing ITSM Risks
  - 5.3 Mitigation Strategies for ITSM Risks
  - 5.4 Implementing Risk Management Processes in ITSM
  - 5.5 Foundations of Continuous Improvement in ITSM
  - 5.6 Leveraging Continuous Improvement for Strategic Advantage
- **6 Digital Operations Management** — 6 classes
  - 6.1 Introduction to Digital Operations Management
  - 6.2 Key Principles of Digital Operations
  - 6.3 Tools for Managing Digital Services
  - 6.4 Performance Metrics in Digital Operations
  - 6.5 Risk Management in Digital Environments
  - 6.6 Continuous Improvement in Digital Operations
- **1 Meeting the World of IT Support** — 4 classes
  - 1.1 What IT Support Means
  - 1.2 Who Needs IT Help at Work
  - 1.3 Everyday Tools of a Helpdesk
  - 1.4 A Day in the Life of Support
- **2 Users, Devices and Systems** — 4 classes
  - 2.1 Understanding Business Users and Their Needs
  - 2.2 Computers, Phones and Printers at Work
  - 2.3 Networks and Internet in Simple Words
  - 2.4 Software, Apps and Accounts Explained
- **3 How Support Fits the Business** — 4 classes
  - 3.1 Support Levels and Handing Over Issues
  - 3.2 Why Fast Support Saves Money
  - 3.3 Working Together in a Support Team
  - 3.4 Service Promises and Response Times
- **22 Service Level Agreements and Service Catalogues** — 10 classes
  - 22.1 Purpose of a Service Catalogue
  - 22.2 Defining Services in Plain Language

2

Technical Support, Incident and Problem Management

25 chapters · 120 classes **100 marks**

- **1 Understanding IT Service Desk Roles and Responsibilities** — 5 classes
  - 1.1 Exploring the Purpose of IT Service Desks
  - 1.2 Identifying Key Roles within an IT Service Desk
  - 1.3 Understanding the Responsibilities of Service Desk Personnel
  - 1.4 Analyzing Essential Skills for IT Support Professionals
  - 1.5 Applying IT Service Desk Best Practices
- **2 Basic Troubleshooting Methods and Tools** — 5 classes
  - 2.1 Understanding Common Technical Issues
  - 2.2 Identifying Root Causes of Problems
  - 2.3 Applying Diagnostic Tools Effectively
  - 2.4 Implementing Step-by-Step Troubleshooting Techniques
  - 2.5 Evaluating and Documenting Solutions
- **3 Effective Communication in Technical Support** — 5 classes
  - 3.1 Understanding the Basics of Effective Communication
  - 3.2 Exploring Active Listening Techniques
  - 3.3 Mastering Non-verbal Communication Skills
  - 3.4 Enhancing Clarity and Precision in Communication
  - 3.5 Applying Effective Communication in Technical Scenarios
- **4 Service Desk Best Practices and Customer Experience** — 5 classes
  - 4.1 Understanding Service Desk Best Practices
  - 4.2 Identifying Key Components of Exceptional Customer Experience
  - 4.3 Implementing Effective Communication Techniques
  - 4.4 Analyzing Common Customer Needs and Queries
  - 4.5 Enhancing Customer Satisfaction through Feedback and Improvement
- **1 Understanding Key Performance Indicators in IT Service Desk Operations** — 5 classes
  - 1.1 Identifying Key Performance Indicators in IT Service Desks
  - 1.2 Analyzing IT Service Desk Performance Metrics
  - 1.3 Evaluating the Impact of KPIs on Service Desk Operations
  - 1.4 Comparing Industry Standards with In-House KPIs
  - 1.5 Implementing Strategies for KPI-Based Performance Improvement
- **2 Data Collection and Analysis Techniques for Performance Improvement** — 5 classes
  - 2.1 Understanding Performance Metrics: Identifying Key Indicators
  - 2.2 Collecting Data Efficiently: Tools and Techniques Overview
  - 2.3 Analyzing Collected Data: Methodologies and Best Practices
  - 2.4 Interpreting Data for Insight: Drawing Meaningful Conclusions
  - 2.5 Applying Data Findings: Strategies for Performance Enhancement
- **3 Strategies for Enhancing Service Desk Performance** — 5 classes
  - 3.1 Understanding Key Service Desk Performance Metrics
  - 3.2 Analyzing Current Performance Levels
  - 3.3 Identifying Areas for Improvement
  - 3.4 Implementing Performance Enhancement Strategies
  - 3.5 Monitoring and Evaluating Improvement Outcomes
- **4 Monitoring and Continuous Improvement in IT Service Desk Operations** — 5 classes
  - 4.1 Understanding Key Performance Indicators in IT Service Desks
  - 4.2 Analyzing Data Trends to Identify Improvement Areas
  - 4.3 Implementing Feedback Loops for Continuous Service Enhancement
  - 4.4 Applying Best Practices for Performance Monitoring
  - 4.5 Utilizing Tools and Technologies to Support Continuous Improvement
- **1 Slow and Frozen Devices** — 4 classes
  - 1.1 Why Computers Run Slowly
  - 1.2 Restarting and Closing Stuck Programs
  - 1.3 Freeing Up Storage Space
  - 1.4 Updates and When to Install Them
- **2 Passwords and Account Access** — 4 classes
  - 2.1 Forgotten Passwords and Safe Resets
  - 2.2 Locked Accounts and Why They Happen
  - 2.3 Checking the User Is Who They Say
  - 2.4 Two-Step Sign-In Problems
- **3 Printers, Connections and Peripherals** — 4 classes
  - 3.1 Fixing Common Printer Faults
- **3 Priority and Follow-Up** — 4 classes
  - 3.1 Setting Priority by Impact and Urgency
  - 3.2 Updating Notes as Work Continues
  - 3.3 Passing a Ticket to Another Team
  - 3.4 Closing a Ticket with the User's Okay
- **1 Plain Language for Non-Technical People** — 4 classes
  - 1.1 Replacing Jargon with Everyday Words
  - 1.2 Giving Instructions One Step at a Time
  - 1.3 Checking the User Has Understood
  - 1.4 Explaining Delays Honestly
- **2 Listening and Empathy** — 4 classes
  - 2.1 Active Listening on Support Calls
  - 2.2 Staying Calm with Frustrated Users
  - 2.3 Showing Care in Few Words
  - 2.4 Saying No Politely When Needed
- **3 Calls, Chats and Emails** — 4 classes
  - 3.1 Opening and Closing a Support Call
  - 3.2 Writing Short Helpful Chat Replies
  - 3.3 Writing Clear Support Emails
  - 3.4 Practising a Full Support Conversation
- **1 Strong Password Habits** — 4 classes
  - 1.1 What Makes a Password Strong
  - 1.2 Using a Password Manager
  - 1.3 Never Sharing or Reusing Passwords
  - 1.4 Turning On Extra Sign-In Protection
- **2 Spotting Phishing and Scams** — 4 classes
  - 2.1 How Phishing Emails Look
  - 2.2 Suspicious Links and Attachments
  - 2.3 Fake Calls and Text Messages
  - 2.4 What to Do After Clicking by Mistake
- **3 Caring for Company Data** — 4 classes
  - 3.1 Why Business Data Needs Protection
  - 3.2 Locking Screens and Safe Workspaces
  - 3.3 Using Public Wi-Fi and Personal Devices Safely
  - 3.4 Reporting Security Worries Quickly
- **1 The Helpdesk Career Ladder** — 4 classes
  - 1.1 Entry Roles in IT Support
  - 1.2 Moving Up to Senior Support Roles
  - 1.3 Paths into Networks and Security
  - 1.4 Where Support Jobs Are Found
- **2 Skills Employers Look For** — 4 classes
  - 2.1 Technical Skills to Build First
  - 2.2 People Skills That Get You Hired
  - 2.3 Building a Simple Support Portfolio
  - 2.4 Preparing for a Helpdesk Interview
- **3 Your Learning Path Forward** — 4 classes
  - 3.1 Reviewing What You Learned
  - 3.2 Setting Personal Learning Goals
  - 3.3 Introducing the Foundation Certificate
  - 3.4 Practice Resources and Next Actions
- **24 Problem Management and Root Cause Analysis** — 10 classes
  - 24.1 Incident Versus Problem
  - 24.2 Spotting Repeat Incidents
  - 24.3 Logging a Problem Record
  - 24.4 Gathering Evidence and Logs
  - 24.5 Five Whys Technique
  - 24.6 Cause and Effect Diagrams
  - 24.7 Known Errors and Workarounds
  - 24.8 Permanent Fix Proposals
  - 24.9 Communicating Problem Status
  - 24.10 Closing and Reviewing Problem Records
- **25 Remote Support and Endpoint Management Tools** — 10 classes
  - 25.1 Remote Support Principles

3 **Agile, Scrum and Project Management** 35 chapters · 210 classes **100 marks**

- **1 Understanding Agile Methodologies and Mindset** — 6 classes
  - 1.1 Exploring the Core Concepts of Agile Methodologies
  - 1.2 Unpacking the Agile Manifesto and Its Principles
  - 1.3 Identifying Key Differences Between Agile and Traditional Approaches
  - 1.4 Understanding Scrum: Roles, Events, and Artifacts
  - 1.5 Embracing Agile Mindset for Effective Project Management
  - 1.6 Applying Agile Principles in Real-World Scenarios
- **2 Scrum Framework: Roles, Events, and Artifacts** — 6 classes
  - 2.1 Understanding the Key Roles in Scrum
  - 2.2 Exploring the Scrum Events
  - 2.3 Delving into Scrum Artifacts
  - 2.4 Analyzing the Product Owner's Responsibilities
  - 2.5 Facilitating Effective Scrum Meetings
  - 2.6 Applying Scrum Artifacts in Real-world Scenarios
- **3 Agile Project Lifecycle: Planning and Execution** — 6 classes
  - 3.1 Understanding the Agile Project Lifecycle
  - 3.2 Analyzing Key Phases in Agile Planning
  - 3.3 Exploring Agile Execution Strategies
  - 3.4 Integrating Iterative Planning Techniques
  - 3.5 Implementing Agile Tools and Artifacts
  - 3.6 Evaluating Success in Agile Execution
- **4 Agile Tools and Techniques for Effective Management** — 6 classes
  - 4.1 Exploring Agile Management Tools
  - 4.2 Understanding Scrum Boards and Backlogs
  - 4.3 Applying User Stories and Story Points
  - 4.4 Implementing Sprints and Iterations
  - 4.5 Utilizing Burndown Charts for Progress Tracking
  - 4.6 Collaborating with Agile Communication Techniques
- **5 Scaling Agile: Challenges and Solutions** — 6 classes
  - 5.1 Understanding the Need for Scaling Agile
  - 5.2 Identifying Common Challenges in Scaling Agile
  - 5.3 Exploring Scaled Agile Frameworks
  - 5.4 Evaluating Solutions for Team Integration
  - 5.5 Implementing Agile at Scale: Techniques and Tools
  - 5.6 Assessing Organizational Readiness for Scaling Agile
- **6 Agile Principles and Risk Management** — 6 classes
  - 6.1 Introduction to Agile Principles
  - 6.2 Understanding Technology Foresight
  - 6.3 Risk Management in Agile Projects
  - 6.4 Identifying Risks in IT Projects
  - 6.5 Implementing Foresight Processes
  - 6.6 Integrating Risk Management Strategies
- **1 Understanding the Core Concepts of Scrum** — 6 classes
  - 1.1 Defining the Scrum Framework
  - 1.2 Exploring the Roles in Scrum
  - 1.3 Understanding Scrum Artifacts
  - 1.4 Analyzing Scrum Events
  - 1.5 Implementing Scrum Values
  - 1.6 Applying Scrum in Real-World Scenarios
- **2 Scrum Framework: Roles and Responsibilities** — 6 classes
  - 2.1 Understanding the Scrum Framework
  - 2.2 Exploring Scrum Roles
  - 2.3 Defining the Responsibilities of a Product Owner
  - 2.4 Identifying the Responsibilities of a Scrum Master
  - 2.5 Analyzing the Role of the Development Team
  - 2.6 Integrating Roles for Effective Scrum Collaboration
- **3 Scrum Artifacts and the Product Backlog** — 6 classes
  - 3.1 Understanding Scrum Artifacts: Roles and Importance
  - 3.2 Exploring the Product Backlog: Structure and Components
  - 3.3 Crafting User Stories: Best Practices for Effective Backlogs
  - 3.4 Prioritizing Backlog Items: Techniques and Strategies
  - 3.5 Managing and Refining the Backlog: Continuous Improvement
  - 3.6 Linking Artifacts to Scrum Events: Integration and Execution
- **4 Conducting Effective Scrum Events** — 6 classes
- **3 Effective Communication Strategies with Stakeholders** — 6 classes
  - 3.1 Understanding Stakeholder Needs
  - 3.2 Identifying Key Communication Channels
  - 3.3 Developing Stakeholder Communication Plans
  - 3.4 Crafting Clear and Concise Messages
  - 3.5 Implementing Feedback Mechanisms
  - 3.6 Evaluating Communication Effectiveness
- **4 Managing Stakeholder Expectations in Scrum Projects** — 6 classes
  - 4.1 Identifying Stakeholder Roles
  - 4.2 Communication Strategies for Stakeholders
  - 4.3 Managing Conflicts Among Stakeholders
  - 4.4 Gathering Stakeholder Feedback Effectively
  - 4.5 Setting Stakeholder Expectations Clearly
  - 4.6 Monitoring Stakeholder Engagement
- **5 Conflict Resolution and Negotiation among Project Teams** — 6 classes
  - 5.1 Understanding Team Dynamics
  - 5.2 Effective Communication Strategies
  - 5.3 Building Trust Among Team Members
  - 5.4 Conflict Identification Techniques
  - 5.5 Negotiation Styles and Techniques
  - 5.6 Facilitating Productive Discussions
- **1 Understanding Process Improvement Concepts and Principles** — 6 classes
  - 1.1 Exploring the Fundamentals of Process Improvement
  - 1.2 Identifying Key Process Improvement Models
  - 1.3 Analyzing Process Improvement Principles
  - 1.4 Assessing the Role of Leadership in Process Improvement
  - 1.5 Evaluating Process Improvement Tools and Techniques
  - 1.6 Applying Process Improvement Strategies in Real 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
- **3 Process Mapping and Modeling Techniques** — 6 classes
  - 3.1 Understanding Process Mapping Fundamentals
  - 3.2 Identifying and Analyzing Key Processes
  - 3.3 Exploring Process Modeling Tools and Techniques
  - 3.4 Developing Effective Process Flow Diagrams
  - 3.5 Integrating Process Mapping into Improvement Strategies
  - 3.6 Applying Process Models in Real-World Scenarios
- **4 Implementing Process Improvements in ITSM** — 6 classes
  - 4.1 Understanding Process Improvement in ITSM
  - 4.2 Identifying Areas for ITSM Process Enhancement
  - 4.3 Mapping Current ITSM Processes for Improvement
  - 4.4 Developing Effective Process Improvement Strategies
  - 4.5 Implementing Process Changes in ITSM
  - 4.6 Evaluating Outcomes of ITSM Process Improvements
- **5 Evaluating and Sustaining Improved Processes** — 6 classes
  - 5.1 Understanding the Importance of Process Evaluation
  - 5.2 Identifying Key Performance Indicators for Process Improvement
  - 5.3 Analyzing Data to Measure Process Effectiveness
  - 5.4 Implementing Feedback Loops for Continuous Improvement
  - 5.5 Creating Strategies to Sustain Process Improvements
  - 5.6 Assessing the Role of Leadership in Process Sustainability
- **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

4 **IT Leadership and Digital Transformation** 95 chapters · 570 classes **100 marks**

- **1 Foundations of Leadership in IT: Building Effective Teams** — 6 classes
  - 1.1 Understanding Leadership Styles in IT Teams
  - 1.2 Recognizing and Developing Key IT Team Roles
  - 1.3 Fostering Communication and Collaboration in IT Environments
  - 1.4 Building Trust and Accountability within IT Teams
  - 1.5 Leveraging Diversity and Inclusion for Team Innovation
  - 1.6 Implementing Strategies for Effective Team Performance
- **2 Navigating Change: Leadership in Rapidly Evolving IT Environments** — 6 classes
  - 2.1 Understanding the Dynamics of Change in IT
  - 2.2 Analyzing the Impact of Technological Advancements on Leadership
  - 2.3 Adapting Leadership Styles for Agile IT Environments
  - 2.4 Fostering a Culture of Innovation and Flexibility
  - 2.5 Communicating Change Effectively in Technical Teams
  - 2.6 Implementing Strategies for Sustainable Change Leadership
- **3 Data-Driven Decision Making: Enhancing Leadership with BI Tools** — 6 classes
  - 3.1 Understanding BI Tools in Leadership
  - 3.2 Exploring Data-Driven Decision Making
  - 3.3 Identifying Key Metrics for Decision Making
  - 3.4 Leveraging Data Analysis for Strategic Leadership
  - 3.5 Integrating Business Intelligence with Leadership Practices
  - 3.6 Applying Data-Driven Insights to Enhance Leadership Outcomes
- **4 Ethical Leadership in Data-Intensive IT Projects** — 6 classes
  - 4.1 Understanding Ethical Challenges in Data Projects
  - 4.2 Identifying Stakeholder Roles and Responsibilities
  - 4.3 Exploring Frameworks for Ethical Decision-Making
  - 4.4 Analyzing Case Studies of Ethical Leadership in IT
  - 4.5 Implementing Ethical Practices in Data Governance
  - 4.6 Cultivating a Culture of Ethical Leadership in IT Teams
- **5 Strategic Leadership: Driving Organizational Success Through Data Governance Initiatives** — 6 classes
  - 5.1 Understanding the Role of Strategic Leadership in IT
  - 5.2 Identifying Key Components of Data Governance Initiatives
  - 5.3 Exploring Strategic Leadership Skills for Data-Driven Success
  - 5.4 Analyzing Effective Data Governance Frameworks
  - 5.5 Integrating Leadership Practices to Enhance Data Governance
  - 5.6 Applying Strategic Leadership to Drive Organizational Change
- **1 Understanding Organisational Change in Data-Driven Environments** — 6 classes
  - 1.1 Exploring the Need for Change in Data-Driven Organisations
  - 1.2 Identifying Key Drivers of Organisational Change in Data Environments
  - 1.3 Analyzing Resistance to Change in Data Governance
  - 1.4 Mapping Stakeholder Roles in Data-Driven Change Processes
  - 1.5 Designing Effective Communication Strategies for Change
  - 1.6 Implementing and Monitoring Change Initiatives in Data Governance
- **2 Assessing Organisational Readiness for Data Initiatives** — 6 classes
  - 2.1 Understanding Organisational Culture for Data Initiatives
  - 2.2 Evaluating Current Data Management Practices
  - 2.3 Identifying Key Stakeholders and Their Roles
  - 2.4 Analyzing Capability Gaps in the Workforce
  - 2.5 Assessing Technological Infrastructure Readiness
  - 2.6 Developing a Readiness Action Plan
- **3 Strategic Planning for Data Governance Change** — 6 classes
  - 3.1 Understanding the Need for Strategic Planning in Data Governance
  - 3.2 Identifying Key Stakeholders in Data Governance Initiatives
  - 3.3 Analyzing Current Data Governance Frameworks
  - 3.4 Setting Objectives and Goals for Data Governance Change
  - 3.5 Developing a Strategic Roadmap for Data Governance Implementation
  - 3.6 Evaluating and Adapting the Data Governance Strategy
- **4 Implementing Change: Best Practices and Tools** — 6 classes
  - 4.1 Understanding Organisational Change Principles
  - 4.2 Assessing Change Readiness in Your Organisation
- **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 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 Foundations of Leadership in IT Infrastructure** — 6 classes
  - 1.1 Understanding Leadership Principles in IT Infrastructure
  - 1.2 Exploring the Role of Leadership in IT Systems Management
  - 1.3 Analyzing Key Leadership Skills for IT Professionals
  - 1.4 Applying Effective Communication Strategies in IT Teams
  - 1.5 Fostering an Innovative Culture within IT Departments
  - 1.6 Implementing Leadership Techniques to Drive IT Projects
- **2 Strategic Vision and Planning for IT Networks** — 6 classes
  - 2.1 Understanding Strategic Vision in IT Networks
  - 2.2 Analyzing the Role of Leadership in Network Planning
  - 2.3 Identifying Key Components of IT Network Strategies
  - 2.4 Developing Long-term Goals for Network Infrastructure
  - 2.5 Implementing Strategic Network Plans Effectively
  - 2.6 Evaluating the Success of IT Network Strategies
- **3 Influencing and Leading Diverse IT Teams** — 6 classes

LAPT — 85 Great Portland Street, W1W 7LT, London, United Kingdom
info@lapt.org • +44 7513 283044 • lapt.org

UKPRN 10067351 • Company 4984798
Curriculum current at the date of issue.