Course Overview

This course teaches participants who would like to improve the integration of IT into their enterprise business plan strategically. The course starts by providing a holistic view of the typical IT operation in an enterprise. It highlights those critical IT functions that have significant risk and impact on business performance but are frequently neglected. Participants will learn how to identify the weaknesses in these critical IT functions and develop action plans to address the gaps and risks. The objective is to develop a reliable and efficient IT operation that would provide a strong foundation for effective IT planning and management.

For IT to be effective in supporting enterprise business, IT goals must align to enterprise goals. The course provides the understanding of IT from different perspectives in an enterprise and the importance of identifying the enterprise's goals that an IT department should set as targets. After the participants have learnt about the aligning of goals, the course will guide them on how to establish an effective IT management structure to support their business growth and competitiveness. Participants
will learn the contemporary issues in IT resource planning, operation processes, strategic and innovative use of IT that are best practices in the IT industry. The participants will learn from case studies, experience sharing as well as success cases which will be quoted and analysed during the course. Through such interactive learning, it enables learning on how proper IT resource planning and investment in IT can impact their business competitiveness in long-term.

In the recent years, rapidly changing technologies have impacted the business process significantly. Enterprises are increasingly depending on IT management and technology to growth their business. This course delivers the understanding that enterprises should explore, apply and manage suitable technology strategically to increase their market share and competitiveness.

**Lead Faculty**

Mr Chee Yuh Min is currently a Director in IT Consultancy and Services (Singapore) Pte Ltd. He has solid 25 years of working experience in IT industry. In his career, he worked for Singapore National Computer Board, Singapore Network Services Pte Ltd and two major leading IT Outsourcing Services providers namely Electronic Data Systems (EDS) and Hewlett-Packard (HP) Company. In total, he worked for EDS and HP for 15 years as Director of Service Delivery and Account Director. In October 2009, he left HP in the capacity as the South East Asia General Manager for Outsourcing to pursue his career interest in IT management consultancy.

Yuh Min has in depth experience in IT operation, process, business management and customer engagement. In many cases, he is able to share examples to illustrate how IT issues were dealt with in practical situation. In fact, he uses mainly case study and discussions in the courses he conducts.

Yuh Min graduate from National University of Singapore (NUS) majoring in Economics in 1985. In addition, he holds a post-graduate Diploma in System Analysis from the Institute of System Science, NUS. He is also a Certified Senior IT Outsourcing Manager by Singapore Computer Society.