



Digital transformation requires big change in IT – change of the IT role, technologies and mode of IT delivery. All this is combined to provide “two-speed IT” that supports business in a new way. The training helps IT to understand what the Digital Architecture building blocks are, map the current situation, and determine what kind of change is needed.

## Who Should Attend?

The training is targeted at Senior and Middle IT Managers, Business Analysts responsible for platform design and delivery, and Business IT owners who are main user of IT capabilities delivered by the Digital Platform.

## Course Content

The training is run as one-day session as follows:

1. Introduction to Digital Change and Telco response.
2. Digital Business Platform – what is it?
3. Digital Business Platform building blocks – a detailed walkthrough:
  - Digital Frontline and Customer Experience.
  - Digital Information Management.
  - Digital Enablement Architecture.
4. Digital Patterns – analysis of industry cases and underlying design patterns – from IT, DataTank, Connected Health and Digital BSS to Customer Master and Next Best Action (facilitated discussion).
5. Workshop – Mapping of Digital Platform capability readiness.
6. What Next?
7. Training summary.

## Course Objectives

The workshop objective is to help IT understand what capabilities Telco needs to keep up with the Digital changes, to what extent those Architecture capabilities already exist in the company, and what Architecture changes should be prioritised.

## Prerequisites

Digital Trends and Telco Response is recommended to get a better understanding of overall Digital impact.

## Training Structure



One-day training. Four presentation and discussion sessions, followed by a workshop and a Q&A session.

## **Methodology**

Presentation, facilitated discussion, and workshop.