

## Information Management System Training Preliminary Programme

**Trainers:** Jan Brada, Jiří Vintera – Brno University of Technology, Brno, Czech Republic

### Day 1 Monday

- 08:00 – 09:45 Welcome meeting: trainers introduction, BUT presentation, attendees personnel introduction
- 10:00 – 11:30 Participant's university IMS presentations - overview, IT level assessment, training expectations, current situation survey, training programme adjustment and consolidation
- 11:30 – 12:30 Lunch
- 12:30 – 13:45 BUT IMS presentation – strategy, IT service portfolio, policies, infrastructure
- 14:00 – 15:30 BUT IMS presentation – data structure, application layer, IT department organisation

### Day 2 Tuesday

- 08:00 – 09:45 Basic IT service management concepts – value, customer, service, outcome, benefits, process schema, roles
- 10:00 – 11:30 IT Service Strategy – concepts, service portfolio, finance management,
- 11:30 – 12:30 Lunch
- 12:30 – 13:45 IT Service Design – concepts, service level management, service quality aspects
- 14:00 – 15:30 IT Service Transition - Change management

### Day 3 Wednesday

- 08:00 – 09:45 BUT IMS admission procedure
- 10:00 – 11:30 BUT IMS study parts
- 11:30 – 12:30 Lunch
- 12:30 – 15:30 Workshop – practical experience training, team work on the selected topic

### **Day 4 Thursday**

08:00 – 09:45 IT Service Operation – Incident management, request fulfilment, organisation structure

10:00 – 11:30 Organization change management – stakeholder management, 7 step approach

11:30 – 12:30 Lunch

12:30 – 13:45 IT services portfolio at BUT - for students, for employees

14:00 – 15:30 Discussion - IT service portfolio strategy at MCU and UBB

### **Day 5 Friday**

08:00 – 11:30 IMS experience exchange, team problem solution, practical recommendations

11:30 – 12:30 Lunch

12:30 – 15:00 Workshop – practical experience training, team work on the selected topic

15:00 – 15:30 Discussions and conclusions

## Trainers profiles

### Jan Brada

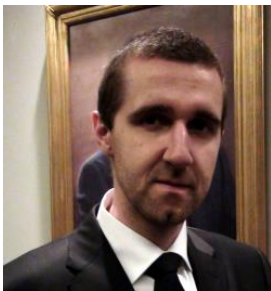
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Mr. Ing. Jan Brada, PMP is a senior IT and project manager currently working at BUT. He graduated master studies in mechanical and electrical engineering (1986) and in business management (2008). Jan has more than 20 years of experience with IT in various areas - finance, civil engineering, wholesale, education. His role and responsibility at BUT are: IT service strategy consultant, business processes analysis (study processes and R&D agenda, administration processes), IT services development and transition support, end user training and others. Jan is certified senior project manager (certificates: PRINCE2 Practitioner, IPMA-B, PMI PMP) and certified IT service manager (certificates: ITIL Practitioner, COBIT 5 Foundation).

### Jiri Vintera

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Ing. Jiri Vintera works at Computer and Information Services Centre at Brno University of Technology. He joined the team 14 years ago during his study at Faculty of Information Technology where he graduated the master study in informatics. Jiri is the senior specialist responsible for the admission procedure, the main study section of the information management system, the operational agendas and system modules and maintenance of application servers and systems. His work on information management system covers almost whole lifetime cycle of program application. It means analysis at the start, then development and design, it continues with implementation and finishes as user training and user support. Jiri develops mainly the application part of information management system and the database communication, partly the website presentation.