Advanced IT Program and Digital Transformation Training Course



28 Dec 2026 - 01 Jan 2027

Kuala Lumpur

5200 € (Per Person)

Ref: #IT6444_158235

Course Introduction / Overview:

Navigating the landscape of large-scale digital initiatives and complex IT programs requires more than traditional project management skills. it demands a strategic mindset, advanced leadership capabilities, and a deep understanding of organizational dynamics. This course is meticulously designed to equip participants with the sophisticated tools and frameworks needed to successfully steer and deliver high-impact digital transformation projects. Drawing upon principles from thought leaders like John P. Kotter, whose work on change management provides a foundational understanding of leading complex transitions, we delve into the practicalities of execution. The curriculum explores concepts discussed in seminal works such as "Making Sense of Change Management," which highlights the human and structural elements of transformation. At BIG BEN Training Center, we have crafted a learning journey that bridges the gap between strategic vision and on-the-ground reality, empowering you to manage interdependencies, mitigate complex risks, and ensure that technological investments deliver tangible business value. This program moves beyond simple process adherence, focusing on building the adaptive leadership skills necessary to thrive in today's volatile and fast-paced technological environment, ensuring you can lead your organization's most critical initiatives with confidence and precision.

Target Audience / This training course is suitable for:

- IT Program Managers.
- Senior Project Managers.
- Digital Transformation Leaders.
- Heads of IT and Chief Technology Officers (CTOs).
- Project Management Office (PMO) Directors and Managers.
- Senior Business Analysts.
- Product and Portfolio Managers.
- Operations Managers involved in technology initiatives.
- Change Management Professionals.
- IT Consultants and Strategists.

Target Sectors and Industries:

- Information Technology and Telecommunications.
- Banking, Financial Services, and Insurance (BFSI).
- Healthcare and Pharmaceutical.
- Government and Public Sector Agencies.
- Retail and E-commerce.
- Manufacturing and Engineering.
- Energy and Utilities.
- Consulting and Professional Services.

Target Organizations Departments:

- Information Technology (IT) Department.
- Project Management Office (PMO).
- Digital Strategy and Innovation.
- Operations and Business Transformation.
- Product Development and Management.
- Corporate Strategy and Planning.
- Research and Development (R&D).
- Finance and Resource Management.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop a robust governance framework for managing complex IT programs.
- Align digital initiatives with overarching business strategy and objectives.
- Master advanced techniques for stakeholder mapping, engagement, and communication.
- Implement scalable agile methodologies for large and distributed teams.
- Conduct comprehensive risk assessments and formulate proactive mitigation strategies.
- Manage complex program budgets, resources, and procurement processes effectively.
- Lead organizational change management efforts to ensure successful technology adoption.
- Define and track key performance indicators (KPIs) for benefits realization.
- Resolve conflicts and manage interdependencies between multiple project streams.
- Foster a culture of continuous improvement and learning within program teams.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, interactive, and immediately applicable to the participant's professional challenges. We believe that mastering the complexities of IT program management comes from doing, not just listening. Therefore, the course heavily emphasizes a hands-on approach, blending expert-led instruction with practical application. Participants will engage in a series of in-depth case studies derived from real-world digital transformation failures and successes, allowing them to analyze complex scenarios and debate strategic decisions. Collaborative group workshops and simulation exercises will challenge teams to design program roadmaps, create risk registers, and develop stakeholder communication plans. Interactive sessions, facilitated discussions, and peer-to-peer feedback are woven throughout the five days, creating a dynamic learning environment where diverse experiences and perspectives are shared. Our expert facilitators act as mentors, guiding participants through complex topics and providing personalized feedback to ensure that the theoretical frameworks are translated into practical, actionable skills. This blended learning approach ensures a deep and lasting understanding of the course material, empowering participants to return to their organizations ready to lead with greater impact and confidence.

Course Agenda (Course Units):

Unit One: Foundations of Strategic IT Program Management

- Defining the modern IT program and its complexities.
- Differentiating between project, program, and portfolio management.
- The strategic role of programs in driving digital transformation.
- Aligning program objectives with corporate strategy and vision.
- Understanding the program lifecycle from initiation to closure.
- Key roles and responsibilities within a program management structure.
- Introduction to program governance frameworks and principles.

Unit Two: Advanced Planning and Governance

- Developing the program charter and business case.
- Creating a comprehensive program roadmap and strategic plan.
- Techniques for effective stakeholder identification, analysis, and engagement.
- Establishing a Program Management Office (PMO) for oversight.
- Designing robust governance structures, processes, and controls.
- Financial planning, budgeting, and resource allocation for large programs.
- Managing program-level scope and preventing scope creep.

Unit Three: Execution at Scale and Delivery Excellence

- Managing interdependencies and interfaces between component projects.
- Implementing Agile and Hybrid methodologies at the program level (e.g., SAFe, LeSS).
- Advanced resource management and capacity planning techniques.
- Establishing effective communication channels across distributed teams.
- Vendor and procurement management in a multi-project environment.
- Monitoring and controlling program execution against the baseline plan.
- Quality assurance and control strategies for complex deliverables.

Unit Four: Navigating Risk, Change, and Complexity

- Proactive risk identification and assessment for large-scale initiatives.
- Developing a comprehensive program risk management plan.
- Quantitative and qualitative risk analysis techniques.
- Leading organizational change management using models like Kotter's 8-Step Process.
- Addressing resistance and fostering a culture of adaptability.
- Managing complex issues and navigating program-level conflicts.
- Decision-making frameworks for high-stakes program scenarios.

Unit Five: Benefits Realization and Continuous Improvement

- Defining and measuring program success beyond time and budget.
- Developing a benefits realization management plan.
- Tracking Key Performance Indicators (KPIs) and Objectives and Key Results (OKRs).
- Conducting program reviews and health checks.
- Techniques for effective program closure and transition to operations.
- Capturing lessons learned and building an organizational knowledge base.
- Fostering a culture of continuous learning and program maturity.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

In an era of constant technological disruption, how can program managers balance the need for a stable, long-term strategic vision with the necessity for agile, short-term adaptation?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by moving beyond the procedural aspects of program management to focus on the strategic leadership and adaptive thinking required to navigate genuine complexity. While many courses concentrate on specific methodologies or tools, our curriculum integrates three critical pillars: strategic business alignment, scaled execution, and human-centric change leadership. We emphasize the "why" behind the "what," ensuring participants learn not just how to manage a program plan, but how to ensure that plan delivers measurable value and supports long-term organizational goals. The content is deeply rooted in academic principles of systems thinking and organizational behavior, providing a robust intellectual framework for the practical skills taught. Unlike purely technical courses, we dedicate significant time to the nuances of stakeholder politics, managing resistance to change, and fostering psychological safety within large, diverse teams. The use of complex, multi-layered case studies forces participants to grapple with ambiguity and make decisions with incomplete information, mirroring the realities of leading major digital transformations. This holistic approach produces leaders who are not just certified practitioners, but strategic thinkers capable of steering their organization’s most critical initiatives through uncertainty and toward success.