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The Certified Digital Services Project Manager course represents the advanced course in project management. It helps the delegates to become specialists in Digital Project Management. This course allows the delegates to learn the ideologies of digital service development in an altogether new perspective. The course relies on principles that concentrate their focus on iterative feedback, responsiveness to change, and those that also lay more importance on individuals than on processes.

As the delegates progress further into the course, the delegates will get a deep understanding of the methodologies used for software development in the IT industry. This delegates will as such learn to provide priority to the customer interests while they deliver cost-effective projects across the entire service life cycle.

The 2-Day Certified Digital Services Project Manager course will help organisations maximise the benefits of the employees skills and knowledge, enabling better creation of digital services. The course covers a wide range of concepts that begin with digital product management methodologies and finish off with finalising the digital sign off after transitioning to the service management phase.

As the course focuses on fulfilling customer needs as also responding to their feedback, this helps in the delivery of better solutions being provided to the customer. This course provides the delegates with a complete overview of exploring and managing projects in a digital environment.

Exam

- Type of Questions: MCQ’s
- Questions: 40
- Duration of Exam: 60 minutes
- Pass Percentile: 65% (24 out of 40)
- The exam is held in the presence of a supervisor

The delegates will learn about:

- Various Methodologies for Digital Product Development
- Tasks and Accountabilities of team members
- The Digital Service Lifecycle
- Measuring and Managing Performance

Digital Service Principles – An Overview

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The Approaches to Digital Product Development

- Waterfall product development Model
- Agile development Model

Roles and Responsibilities

- Digital Roles
- Cross-functional teams – An Understanding

Digital Service Lifecycle

- Discovery
- Alpha
- Private Beta
- Public Beta
- Service Management

Digital User Experience

- User stories
- Analogue user experience

Performance Metrics and Management

- Growth and Improvement Reviews
- Handling Digital Project Results
- Managing Stakeholders
- Using KPIs for measuring Performance
- Communication Skills

Closing Projects Digitally

- Complete Digital Sign Off

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