VENDOR CERTIFICATION PROGRAM OVERVIEW

The certified advisor program offers certifications for individuals that work for vendors. Certifications teach best practices that position sales, consulting, and service delivery professionals as trusted advisors to customers and prospects. Backed by the Efficiency First® Framework, advisors will gain insights into common buyer and customer challenges and how to overcome those challenges using proven best practices. Certified advisors are equipped with expertise backed by AOTMP and trusted by technology management professionals across the globe.

The certified advisor program will provide you and / or your team with:

- In-depth knowledge of technology management best practices.
- A deep understanding of customer technology management experiences.
- A differentiator from their competitors.
- A credential from a 3rd party who has validated their skill set/knowledge.
- Enhanced status in the market.
- Demonstrable expertise and enhanced credibility with customers.

Certifications will help drive business results, increase sales production, improve customer satisfaction and retention and achieve long-term growth.

WHAT'S INCLUDED?

- 20 microlearning modules (8 to 12 minutes each).
- 1 certification exam (2 pass attempts are included; additional exam retakes are available for an additional fee).
- Templates and guides supporting best practices learned are provided.

The microlearning modules and certification exam are available online and on demand. Each microlearning module contains a knowledge check at the end of the module to enforce the information taught. Upon completion of all microlearning modules, the certification exam will be available. The certification exam contains a 45-question that must be completed in 60 minutes or less. Credentials are earned with a with a score of ≥80%.

AOTMP® EFFICIENCY FIRST® EXECUTIVE ADVISOR CERTIFICATION OVERVIEW

This certification provides technology consultants and service delivery professionals with a deep understanding of business challenges, technology challenges, and financial constraints faced by prospects and customers. Armed with this information and AOTMP® Efficiency First® Framework best practices that inform Technology Management Center of Excellence design and performance, the Executive Advisor will be positioned and viewed as a trusted advisor.

The Efficiency First® Framework is a set of practices and principles for managing telecom, mobile & cloud / IT environments.

- The Framework promotes financial and operational management efficiency and drives business results.
- The Efficiency First® Framework is the foundation for a Technology Management Center of Excellence designed to deliver maximum business value.
- Business and Public Sector organizations adopt Efficiency First® Framework principles to drive Center of Excellence performance results.
- Efficiency First® Executive Advisors share best practices that elevate Center of Excellence performance for prospects and customers.

Best practices learned empower Executive Advisors with knowledge of technology management practices and enforce trusted advisor status with customers and prospects.

- Topics covered in microlearning modules include:
  - Operational excellence
  - Financial accountability
  - Efficiency detractors
  - Efficiency enablers
  - Technology management functions
  - Optimization targets and opportunities
  - Transformation targets and opportunities
  - Essential technology management performance dashboards
- Templates and guides supporting best practices learned are provided.

MODULES

Module 1: Technology Management Center of Excellence Overview
Upon completion of this module, you will have learned:
- What a CoE is.
- Why a CoE matters.
- What the four CoE pillars are.
- The roles each pillar supports.

Module 2: Technology Management Challenges – Financial Pillar
Upon completion of this module, you will have learned:
- Frequent challenges faced by the finance and supplier teams.
- The impact of these challenges on telecom, mobile, cloud, and IT operations.
- The impact of these challenges on the business.
- Opportunities to make recommendations to improve results.

Module 3: Technology Management Challenges – Business Pillar
Upon completion of this module, you will have learned:
- Frequent challenges faced by the compliance and results teams.
- The impact of these challenges on telecom, mobile, cloud, and IT operations.
- The impact of these challenges on the business.
- Opportunities to make recommendations to improve results.

Module 4: Technology Management Challenges – Operational Pillar
Upon completion of this module, you will have learned:
- Frequent challenges faced by the delivery and support teams.
- The impact of these challenges on telecom, mobile, cloud, and IT operations.
- The impact of these challenges on the business.
- Opportunities to make recommendations to improve results.

Module 5: Technology Management Challenges – Technical Pillar
Upon completion of this module, you will have learned:
- Frequent challenges faced by the system and network teams.
- The impact of these challenges on telecom, mobile, cloud, and IT operations.
- The impact of these challenges on the business.
- Opportunities to make recommendations to improve results.

Module 6: Core Technology Management Platforms

Upon completion of this module, you will have learned:

- The definition and purpose of 10 core technology management platforms.
- Frequent issues prospects and customers experience with these platforms.
- The impact of platform issues on technology management operations and the business.
- Opportunities to make recommendations to improve results.

Module 7: Asset, License, and Service Management Practice Areas

Upon completion of this module, you will have learned:

- Best practices for each practice area.
- Frequent issues prospects and customers experience within these practice areas.
- The impact of practice area issues on technology management operations and the business.
- Opportunities to make recommendations to improve results.

Module 8: Network Design and Disaster Recovery Practice Areas

Upon completion of this module, you will have learned:

- Best practices for each practice area.
- Frequent issues prospects and customers experience within these practice areas.
- The impact of practice area issues on technology management operations and the business.
- Opportunities to make recommendations to improve results.

Module 9: Auditing and Invoice Processing Practice Areas

Upon completion of this module, you will have learned:

- Best practices for each practice area.
- Frequent issues prospects and customers experience within these practice areas.
- The impact of practice area issues on technology management operations and the business.
- Opportunities to make recommendations to improve results.

Module 10: Budgeting & Forecasting Practice Area

Upon completion of this module, you will have learned:

- Best practices for the practice area.
- Frequent issues prospects and customers experience within this practice area.
- The impact of practice area issues on technology management operations and the business.
- Opportunities to make recommendations to improve results.

Module 11: Contract Management and Sourcing & Procurement Practice Areas

Upon completion of this module, you will have learned:

- Best practices for the practice area.
- Frequent issues prospects and customers experience within this practice area.
- The impact of practice area issues on technology management operations and the business.
- Opportunities to make recommendations to improve results.

Module 12: Vendor Management Practice Area

Upon completion of this module, you will have learned:

- Best practices for the practice area.
- Frequent issues prospects and customers experience within this practice area.
- The impact of practice area issues on technology management operations and the business.
- Opportunities to make recommendations to improve results.

Module 13: Help Desk and Endpoint Management Practice Areas

Upon completion of this module, you will have learned:

- Best practices for each practice area.
- Frequent issues prospects and customers experience within these practice areas.
- The impact of practice area issues on technology management operations and the business.
- Opportunities to make recommendations to improve results.

Module 14: Order Management, Portfolio Delivery, and Project Management Practice Areas

Upon completion of this module, you will have learned:

- Best practices for each practice area.
- Frequent issues prospects and customers experience within these practice areas.
- The impact of practice area issues on technology management operations and the business.
- Opportunities to make recommendations to improve results.

Module 15:Change Control, Quality Control & Quality Assurance, and Exception Management Practice Areas

Upon completion of this module, you will have learned:

- Best practices for each practice area.
- Frequent issues prospects and customers experience within these practice areas.
- The impact of practice area issues on technology management operations and the business.
- Opportunities to make recommendations to improve results.

Module 16: Data Privacy, Regulatory Compliance and Security Practice Areas

Upon completion of this module, you will have learned:

- Best practices for each practice area.
- Frequent issues prospects and customers experience within these practice areas.
- The impact of practice area issues on technology management operations and the business.
- Opportunities to make recommendations to improve results.

Module 17: Governance, Policy & Risk Management Practice Areas

Upon completion of this module, you will have learned:

- Best practices for each practice area.
- Frequent issues prospects and customers experience within these practice areas.
- The impact of practice area issues on technology management operations and the business.
- Opportunities to make recommendations to improve results.

Module 18: Strategy and Business Analysis Practice Areas

Upon completion of this module, you will have learned:

- Best practices for each practice area.
- Frequent issues prospects and customers experience within these practice areas.
- The impact of practice area issues on technology management operations and the business.
- Opportunities to make recommendations to improve results.

Module 19: Reporting & Analytics and Performance Management Practice Areas

Upon completion of this module, you will have learned:

- Best practices for each practice area.
- Frequent issues prospects and customers experience within these practice areas.
- The impact of practice area issues on technology management operations and the business.
- Opportunities to make recommendations to improve results.

Module 20: Technology Management Center of Excellence Recommendations

Upon completion of this module, you will have learned:

- What the 15 key components of a CoE are.
- How a CoE becomes mature.
- Recommendations you can make that will increase your value as a trusted advisor to your prospects and customers.
- Opportunities to capture additional budget dollars from customers while supporting their CoE objectives.