CERTIFICATION OVERVIEW

The AOTMP® Efficiency First® Executive Advisor certification is a valuable credential for vendor-side professionals in the technology management industry. It's designed to elevate the skills and knowledge of sales, consulting, and service delivery professionals, enabling them to better serve their clients and position themselves as trusted advisors in the field.

Purpose of the Certification

The AOTMP® Efficiency First® Executive Advisor certification is designed to:

1. Help professionals become trusted advisors to their customers and prospects.
2. Enhance understanding of common buyer challenges in technology management.
3. Improve advisory skills and knowledge of industry best practices.
4. Validate expertise through a recognized third-party certification.

Reasons to Earn Certification

- Understand technical, financial, and operational issues and challenges faced by 52 different IT roles by title.
  - ✓ You will be equipped with more avenues to sell and provide better service to customers.

- Identify the operational and business impact of these challenges and how they affect IT leadership and staff.
  - ✓ You will understand the pain points that prospects and customers need to solve.

- Discover recommendations you can make to help IT professionals eliminate challenges.
  - ✓ You will have immediate talking points that provide value to current customers and prospects.

- Learn about recommendations you can share with your prospects and customers that will position you as a strategic advisor.
  - ✓ You will have knowledge that immediately adds credibility to your sales and delivery conversations.

- Uncover proven methods to increase revenue by aligning your products, services, and solutions with principles learned in this certification.
  - ✓ You will immediately increase your ability to identify additional revenue opportunities in every account.

Target Audience

This certification is intended for several types of professionals working for vendor companies:

Sales Professionals

- Those who want to position themselves as trusted advisors to customers and prospects.
- Professionals seeking to better understand and address common buyer challenges in the technology management industry.

Consulting Professionals

- Individuals aiming to enhance their advisory skills for technology management clients.
- Those interested in learning and applying industry best practices in their consulting work.

Service Delivery Professionals

- Professionals looking to improve their ability to overcome customer challenges.
- Those seeking certification to validate their expertise in technology management service delivery.

General Vendor Employees

- Employees working for companies that provide technology management solutions.
- Individuals interested in gaining credibility through a recognized third-party certification.

Benefits of the Certification

1. Increased credibility with customers and prospects.
2. Enhanced understanding of technology management challenges and solutions.
3. Improved ability to provide valuable advice and overcome customer obstacles.
4. Recognition of expertise through a respected industry certification.
5. Potential for career advancement and increased value to employer.

AOTMP® Efficiency First® Executive Advisor Certification

This certification provides technology sales, consultant, service delivery, and general vendor 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.

What's included in the AOTMP® Efficiency First® Executive Advisor Certification?

- 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 to reinforce the information taught. Upon completion of all microlearning modules, the certification exam will be available. The certification exam is 45 questions long and must be completed in 60 minutes or less. Credentials are earned with a score of ≥80%.

What You Will Learn

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.