

## Solutions and Services

We offer more than just training. Through instruction and guidance our services group draws on their decades of practical experiences as corporate executives to be the solution center to officers, executives and their management teams. The Executive Information and Technology Institute has the resources to work with your organization to develop solution packages to address your immediate needs by combining relationship management, best practices, business processes and professional technology education.

Below is a list of our available service offerings. Each area can be modified to suit your needs, and can be combined with others for a total solution. Customizable courses and solution packages are being offered in South Florida and in partnership with the University of Miami's School of Business Administration, and other universities and educational organizations in Latin America and the Caribbean basin.

### Executive and Leadership Development

The Executive Information and Technology Institute offers a suite of courses and services for CIOs and IT professionals as well as for non-industry specific executives or managers seeking to hone their leadership skills. We provide a wide variety of certificate programs, courses and events designed to enable leaders at every stage of their careers to run results-driven organizations, enhance human capital performance and develop process innovation.

### Enterprise Risk Management

The Executive Information and Technology Institute's certified team of experts can help plan, prepare and certify that your organization has anticipated the impact of potential disasters and taken requisite action to mitigate risk and ensure business continuity.. The Insurance Institute for Property Loss Reduction estimates that 50% of businesses that suffer major disasters are unable to resume operations. Businesses and non-profit organizations need to be prepared for natural and financial disasters, security threats, network sabotage and increased regulatory compliance requirements due to unprecedented volatile physical, economic and political environments. Failing to establish an appropriate Business Continuity and Disaster Recovery Plan can result in brand risk, significant financial loss, and even substantial liability to your organization.

## **Information Technology and Business Strategy Solutions**

The Executive Information and Technology Institute is positioned to serve as a knowledge center for IT best practices, executive leadership, business processes and professional technology education in the region by combining IT and relationship management skills, theoretical concepts, and decades of practical experience for evolving technical and regulatory environments. Our seasoned executive experts provide real world practical experience on how IT organizations can become a successful “business” within a business by developing the strategic and tactical plans, personnel capabilities and capital programs to contribute greater return to the company.

## **Human Capital Innovation and Resources**

“Running a business is all about people,” according to Dr. M. Lewis Temares. Industrial and organizational psychologists predict that 20% of the employee population embraces a change in an organization, 65% are willing to change but need to be shown how and 15% do not change. The Executive Information and Technology Institute focuses on creating effective and successful results for activities that involve organizational change and assists the executive to enable their organization to work as team of “one” in accomplishing the organizations’ vision.

The most important work of IT is done in teams. These teams frequently include internal clients of IT and external consultants and vendors. When IT creates teams they look at traditional considerations such as: availability, technical content, business process content, IT acumen. What they almost always fail to consider is how to purpose-build a team with the right intellects to maximize the results on the team. If done well, this will lead IT to create teams with more Intellectual Diversity, but then the question is: how well will this Intellectually Diverse team work together? Our Institute experts will instruct the IT leader on how to craft teams that have the potential to be great and how to operate those teams in order to realize their full potential. The Institute can also engage and challenge your staff to improve team dynamics, using experience-based team initiatives and simulations, while having a great deal of fun!

## **Professional Technology Education**

Over the past 20 years, the Executive Information and Technology Institute has grown from a single classroom with 3 courses to a training facility with 8 state of the art computer classrooms and over 20 complete curriculums. The Institute provides professional development coursework along with customer-site research to provide client-driven solutions tailored to meet each organization's needs. Our services and abilities are as varied and multi dimensional as our customers. We grow by responding to the demands of established clients while seeking new educational opportunities both locally and internationally.

Our South Florida location provides organizations with an authorized training center easily accessible and adaptable whether the need is in the banking community, service industry, travel and tourism and beyond. In 2004, the Institute formed a strategic

alliance with Microtek, which expands facility and room rentals nationwide (information on room availability and configurations both locally and nationally can be found at [mclabs.com](http://mclabs.com)).

In addition to Institute classrooms, we also have the facilities of the University of Miami available to us. We can provide stadium style seating for lecture-only classes, video conferencing and satellite downlinks, and a variety of facilities for seminars and workshops. Institute experts can also travel to your organization to provide curriculum training.

We are continuously offering the latest courses as customer demands dictate such as training tracks for Linux. Last year we trained well over 700 customers in such leading edge courses as Project Management, Ethical Hacker, and CISSP. The Institute is also a training partner to Foundry and Nortel Networks. These affiliations bring to this area new technology curriculums previously not available. Our experts also provide core technical training for IT staff including network engineer certifications, MCSE and many more solutions to ensure your technicians have the right training to meet your needs. The Institute also offers ITIL training, which is the only comprehensive, non-proprietary source of service management best practices that is publicly available.