

Overview

This standard is about managing digital operations delivery.

Digital operations delivery managers lead, develop and motivate multidisciplinary teams to deliver digital operations on a day to day basis. They create the environment for teams to self-organise, deliver value and respond quickly to change. They use a range of approaches to monitor and forecast delivery team's work to maintain system performance, availability and reliability. This also includes identifying new requirements and user needs and communicating these to product delivery teams.

This standard is for those who need to deliver digital operations delivery as part of their duties.

Performance criteria

You must be able to:

1. Apply agile methodologies and techniques to control the delivery of digital operations
2. Review and adapt digital delivery processes to respond to changes in organisational requirements
3. Collaborate with designers, developers and product delivery specialists to maintain operational performance in line with organisational standards
4. Manage digital operations delivery to identify and implement revisions to strategies, including scope, cost, resourcing and quality assurance
5. Identify potential issues and communicate these to delivery teams, stakeholders and customers to develop resolutions
6. Manage external technology and delivery vendors to deliver value from digital technology partnerships
7. Lead review meetings to identify, develop and share best practice in digital operations delivery
8. Maintain governance throughout digital operations delivery, confirming stakeholder and senior support is in place
9. Prioritise new requests to take account of the needs of stakeholders and operations delivery capacity and capability in line with organisational requirements
10. Identify and monitor risks, to develop mitigating actions or escalation in line with organisational procedures
11. Capture and utilise customer insights and stakeholder views to continually improve digital operations delivery

Knowledge and understanding

You need to know and understand:

1. The nature of digital operations delivery which consists of using computer networks, software, data and virtual technologies to deliver digital products and services
2. How industry standard agile techniques are used for managing digital operations delivery activities
3. When and how to employ agile digital operations delivery techniques
4. The steps involved in managing digital operations delivery
5. How to monitor effective digital operations delivery with teams
6. How to identify the right technologies and resources in order to manage digital operations delivery
7. The role of a digital operations delivery manager with a direct customer focus
8. The digital technology and data principles used by a cross-discipline digital operations delivery team
9. How to use data to drive decisions and implement an iterative digital operations delivery approach
10. Agile principles and practices and how they be applied in practice within a complex organisation to oversee digital operations
11. Why iteration is important in digital operations delivery and how to apply this within the organisation
12. How to use industry standard tools and techniques for traditional and agile approaches
13. How to use a variety of team forming, norming and storming techniques to build self-sufficient and empowered teams
14. The policy, legislative, regulatory and operational constraints which might exist for teams within the organisation

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Manage digital operations delivery



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