

Become a Certified WalkMe Program Manager I at WalkMe Elevate

Learn the foundations for success leading a Digital Adoption program

This course introduces you to industry-standard strategic frameworks and operating models, effective leadership of personnel and stakeholders, strategizing for the scalability of your program, and how to lead with data.



New DAP Powers You'll Have

- Speak to the value of a Digital Adoption program in an organization
- Use strategic initiatives to make informed programmatic decisions
- Identify and manage relevant stakeholders across departments

Coursework Overview

Day 1

Program Management Overview

- What is a DAP Program Manager?
- What is a DAP Program?
- Programmatic vs. Non-Programmatic

Governance Models & DAP Program

- Types of Operating Models
- Stakeholder Map/RACI
- Business Value Alignment with DAP

Day 2

Planning a Program

- Strategic Frameworks
- Book of Work
- Intake Process

Managing a DAP Program

- Knowledge Management
- Content Delivery Process
- Content Maintenance Strategy

Leading a DAP Program

- The DAP Team
- Managing a DAP Team
- Risk Management

Data & Analytics

- Measuring & Communicating Value
- Leading with Data
- Illustrating with Data

Certification Exam

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Be one of the first in the world to earn this new DAP certification. On-site attendance in San Francisco is \$1,199. [Click here](#) to use our template for attendance justification.

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