

# ENOVERLAB

## Technical Product Management Program

# SYLLABUS



## Welcome to Enoverlab

Enoverlab is a training institute that provides product management training to individuals and corporate organizations.

At Enoverlab, we groom talents with the knowledge, skills, tools and experience they need to function effectively in the role of a product manager.

Every single day, our mission is to build product managers who will lead the development and delivery of impactful products to the world from Africa.

**Enoverlab is accredited by ACTD (American Council of Training and Development) and we are a member of ACTDs global network of professional institutes across the globe.**



This brochure contains the syllabus of our Technical Product Management program, which is our detailed training for **product managers with a minimum of one year working experience to dive deep into the technical world of building products.**

With a combination of theoretical concepts, practical exercises, and real-world case studies, the Technical Product Management program will help you to learn the required knowledge, skills and tools you need to become a technical savvy product manager.

**The training will run for 8 weeks.**

It is an online instructor-led training that would be held on Google Meet. It is not a pre-recorded training.

Actual training schedule would be communicated based on each cohort admission.



# PROGRAM SYLLABUS

## Week 1

### Introduction to Technical Product Management

- Overview of technical product management
- Key responsibilities and skills of a technical product manager
- Importance of APIs, support, and integration in product management

## Week 2

### Fundamentals of APIs

- Understanding Application Programming Interfaces (APIs)
- Types of APIs: RESTful APIs, SOAP APIs, OS APIs, etc.
- API design principles and best practices
- API documentation and developer experience
- Deployment and deployment environments

## Week 3

### API Management and Strategy

- API lifecycle management: planning, development, deployment, and retirement
- API versioning and backward compatibility
- API security and authentication mechanisms
- API monetization models

## **Week 4**

### **Building Effective Support Systems**

- Importance of customer support in technical products
- Defining support processes and workflows
- Implementing self-service support resources
- Strategies for handling escalated support cases

## **Week 5**

### **Support Tools and Metrics**

- Introduction to support ticketing systems
- Knowledge base and documentation management
- Using Postman and Azure
- Support analytics and metrics
- Customer feedback and sentiment analysis

## **Week 6**

### **Product Analytics**

- Introduction to product analytics
- Collecting and analyzing user data
- Defining product metrics and KPIs
- Using analytics tools for product insights

## **Week 7**

### **Integration Approaches and Patterns**

- Understanding integration scenarios and use cases
- Integration protocols: REST, Webhooks, Message Queues, etc.
- Data transformation and mapping techniques
- Error handling and fault tolerance in integrations

## **Week 8**

### **Integration Tools and Platforms; Advanced Topics and Case Studies**

- Overview of integration platforms and Middleware
- API gateways and management solutions
- ETL (Extract, Transform, Load) tools
- Monitoring and troubleshooting integrations
- Microservices architecture and its impact on product management
- API monetization and pricing strategies
- Case studies on successful product integrations
- Future trends in APIs, support, integration, and product analytics



## Meet the Instructors



### **Mark Yusuf** **(Product Owner, First City Monument Bank)**

Mark Yusuf is an experienced product manager with over a decade experience in the tech industry. With a strong technical background in software development, network management, system engineering and data analysis, he has evolved over the years to become a technical savvy product manager – he understands the why behind technical implementation of development and engineering teams.

In the course of his career, he has worked on more than 13 different products in the finance, education, agriculture and commerce industry that have attained maturity in the market.

Mark has worked with companies such as GenerateBid, Kimsteph Gold Ltd, GoChrome Technologies, Doltech IT solutions and Diwill Nig Ltd.

He has delivered successful SaaS, B2B and B2C products.

Mark also has certifications from Product School, IBM, Project Management Professional and CISCO.

Currently, he is the Product Owner on the BaaS (Banking as a Service) team at FCMB (First City Monument Bank) one of the top banks in Nigeria.



## **Olabanji Ewenla**

### **(Lead Product Manager, Dashouts)**

Olabanji is an experienced product manager with over six years of experience working in different industries like education, health and wellness, logistics and mobility, travel and tourism; he understands what it means to be an advocate for the user, be an iterative problem solver, drive continuous value creation for the users and ensure organizations achieve their goals and objectives without neglecting technical feasibility.

He has worked on multiple products with companies such as Teckerone, Pukkaview, Perxels, ZeroDepression, and Dashouts.

He has led 20 different open-source tech teams consisting of more than 150 tech talents (Product Managers, UIUX Designers and Software Developers) to build different web products across diverse industries.

Olabanji is a Certified Product Manager by AIPMM (Association of International Product Marketing and Management).

He is also the Co-founder and CEO of Enoverlab.



## **Conclusion**

Upon completion of the training, you would have gotten the knowledge, skills, and tools you need to become a technical savvy product manager – you will be able to lead the development and delivery of impactful products in any organization globally.



## **Presentation of Certificate**

At the end of the program, each trainee is presented with Enoverlab's Technical Product Management Program certificate accredited by ACTD (American Council of Training and Development)

The certificate can be presented to any organization globally thereby giving you leverage, especially when it comes to getting technical intensive product management roles.

If you have further questions or need more clarifications, do send an email to [info@enoverlab.com](mailto:info@enoverlab.com) or simply call +2349063124595.

See you at the other side.

**Cheers!!!**