

IT Management Essential

Duration : 3 Days

Course Content

Today , more than ever , information and related technologies need to be governed, managed and operated in a holistic manner – with a single integrated process model that provides end to end coverage of the roles, responsibilities and practices required.

This course provides a high level understanding of Information Technology concept and its implementation in business environment. Participant will learn about the need for an IT Governance using a COBIT framework.

Various processes in the ITIL phases will be elaborate throughout the course.

Most of IT activity are a project. Understanding IT Project Management will help the company to complete IT projects on time and on budget. Part of this course will show how to manage an IT project, the risk on IT project management.

Last but not least a regular IT audit will help the company to achieve IT Operation excellence. This course will provide you with the basic IT Audit principal, how to plan an IT Audit which can prepare IT staff to response to the internal/external auditor.

Course Objectives

- After completing this course, students will be able to:
- Understand Basic knowledge on Managing IT
- Have thorough understanding of IT Governance within the scope and framework of IT
- Maintain high-quality information to support business decisions
- Generate business Value from IT enabled investments
- Identify common IT Project risks
- Understand the most common IT risk sources
- Enables delegates to understand how an integrated IT service management framework, based on ITIL best practices guidelines can be adopted within the organization
- Plan Risk response methods for IT Risks
- Achieve Operational excellence through the reliable and efficient application of Technologies

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- Optimized the cost of IT services and Technologies
- Understand on basic IT Audit

Who Should Attend

The course is aimed at a wide range of business managers, IT professionals and consultant, auditors who wish to gain a better understanding of comprehensive IT management knowledge.

Course Outline

- IT Management
 - Information Technology Systems and their challenge :
 - Keeping IT running
 - Aligning IT with Business
 - IT value
 - IT Security
 - Cost
 - IT Architecture
 - Developing IT Systems
 - Managing IT Systems
- IT Governance
 - Plan and Organize
 - Define a strategic plan
 - Define the Information Architecture
 - Determine technological Direction
 - Define IT processes, Organization
 - Manage IT investment
 - Communicate Management aims and direction
 - Manage IT Human Resources, Quality, Projects, Risk
 - Acquire and maintain Automation, application software, Infrastructure, Changes
 - Evaluate IT performance
- IT IL fundamentals V3
 - Service Strategy
 - Service design
 - Service Operation
 - Continual Service Improvement
- IT Project Management and RISK

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- Basic knowledge on Project Management
 - Identifying Business and Project Management Risk
 - IT Risk Management Plan
 - IT Risk Mitigation Option
 - IT Risk Monitoring and control
- Basic IT Audit
 - IT Exposures
 - IT Audit Plan
 - IT Audit Process

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