



*Training Course:
Governance and Management of IT services*

*23 - 27 December 2024
Kuala Lumpur (Malaysia)
Royale Chulan Kuala Lumpur*

Training Course: Governance and Management of IT services

Training Course code: IT235169 From: 23 - 27 December 2024 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur Training Course Fees: 5775 € Euro

Introduction

In today's rapidly evolving digital landscape, effective Governance and Management of IT Services are paramount for organizations seeking to thrive and remain competitive. IT governance ensures that IT investments align with strategic objectives, while IT service management ITSM guarantees the delivery of high-quality IT services that meet customer and business needs. This comprehensive training program has been designed to equip IT professionals and leaders with the essential knowledge and skills to successfully navigate the complex realm of IT governance and ITSM.

Objectives

By the end of this program, participants will:

- **Understand IT Governance:** Gain a deep understanding of IT governance frameworks, principles, and best practices, and appreciate their significance in modern organizations.
- **Master ITSM:** Explore the core concepts of IT service management, including the ITIL framework, to enhance service delivery and customer satisfaction.
- **Manage IT Risks:** Learn how to identify, assess, and mitigate IT-related risks effectively, ensuring the resilience and security of IT services.
- **Align IT with Business Goals:** Develop the skills necessary to align IT strategies and services with the broader objectives and strategies of the organization.
- **Establish Policies and Quality Standards:** Create robust IT policies and procedures while implementing and maintaining high-quality IT services.
- **Drive Continuous Improvement:** Implement continuous improvement practices in IT service delivery, enhancing efficiency and customer-centricity.
- **Prepare for Real-World Challenges:** Gain practical insights and problem-solving skills through case studies and interactive exercises, enabling participants to apply their learning in real-world scenarios.

Target Audience

This program is designed for a diverse range of IT professionals, including but not limited to:

- **IT Managers and Directors:** Seeking to improve their organization's IT governance and service management practices.
- **IT Governance Officers:** Responsible for ensuring compliance and alignment of IT with business objectives.
- **IT Service Managers:** Focused on optimizing service delivery and customer satisfaction.
- **IT Risk Managers:** Involved in identifying and mitigating IT-related risks.
- **Business Analysts:** Looking to bridge the gap between business needs and IT solutions.
- **IT Consultants:** Wishing to deepen their knowledge and provide more valuable insights to clients.

- IT Practitioners: Working in various IT roles and seeking to enhance their skills and career prospects.
- Anyone interested in understanding IT governance and IT service management, regardless of their current job roles.

Training Program Outline

Day 1: Introduction to IT Governance and ITSM

- Welcome and program overview.
- Understanding the importance of IT governance.
- Overview of IT service management ITSM and its significance.
- Key IT governance frameworks e.g., COBIT, ISO/IEC 38500.
- Roles and responsibilities in IT governance.

Day 2: IT Governance Frameworks and ITIL Fundamentals

- Deep dive into the COBIT framework.
- Aligning IT with business goals and strategies.
- Introduction to ITIL Information Technology Infrastructure Library.
- Core components of ITIL.
- Key ITIL processes: Service Strategy and Service Design.

Day 3: ITIL Service Transition and Operation

- ITIL Service Transition processes.
- Ensuring smooth service transitions.
- Managing IT service disruptions and incidents.
- ITIL Service Operation processes.
- Improving IT service quality.
- Service Level Agreements SLAs and Operational Level Agreements OLAs.

Day 4: IT Governance and Risk Management

- IT risk management fundamentals.
- Identifying IT risks and vulnerabilities.
- Assessing and mitigating IT risks.
- Compliance and regulatory requirements in IT governance.
- Building resilient IT services.

Day 5: IT Policies, Quality, and Continuous Improvement

- Developing IT policies and procedures.

- Implementing IT service quality standards.
- Managing IT service providers and outsourcing.
- Principles of continuous improvement in ITSM.
- Monitoring and measuring IT service performance.

Registration form on the Training Course: Governance and Management of IT services

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