Global Horizon
TRAINING CENTER

Training Course:
Quality Systems in IT Management

30 September - 4 October 2024
London (UK)
Landmark Office Space - Oxford Street

Training Course:
Quality Systems in IT Management

Training Course code: IT234615 From: 30 September - 4 October 2024 Venue: London (UK) - Landmark Office Space - Oxford Street Training Course Fees: 5775 ⬜ Euro

Introduction

this course introduces a number of aspects of software quality projects including software requirements specifications, software life-cycle models, software project scheduling, and risk management. Other topics include teamwork, software testing, and software configuration management. Principles of software quality management, metrics, cost estimation, software project planning, organizing, resource allocation, directing and controlling, risk management, software configuration management, the role of standards, management tools.

Course Outline of Quality Systems

Day 1: Introduction to Quality Systems in IT management

- International quality management systems
- Special frameworks for IT quality management system
- ISO 20000 and IT quality
- British framework for IT quality management ITIL
- Project management and IT project management.
- Quality IT Project management and International standards for IT project management

Day 2: IT Service Management as a practice

- The concept of best practices in IT Management
- The concept of service management
- The concept of internal and external customers
- The concept of internal and external services
- The concept of stakeholders in service management
- The process model and the characteristics of processes

IT Strategy

- Utility & Warranty
- Value Creation
- Resources & Capabilities
- Service Providers

Day 3: Processes within Service Strategy:

- Service Portfolio Management
- Demand Management
- Business Relationship Management
- Financial Management for IT Services

IT Design

- The 4Ps within Service Design
- Five Major Aspects of Service Design
- Service Design Package
- Service Delivery Strategies

Processes within Service Design:

- Design Coordination
- Service Catalogue Management
- Service Level Management
- Supplier Management
- Information Security Management
- Availability Management
- Capacity Management
- IT Service Continuity Management

Day 4: IT Transition Management

- Transition Planning & Support
- Service Asset and Configuration Management SACM
- Change Management
- Release and Deployment Management
- Service Validation and Testing For info only
- Evaluation For info only
- Knowledge Management

IT Operation Management

- Event Management
- Incident Management
- Request Fulfillment
- Problem Management
- Access Management
- Service Operation Functions
- Service Desk
- Technical Management
- Application Management
- Operations Management

Day 5: Continual IT Improvement

- Governance
- CSI Implementation adapted with the Deming Cycle Processes
- CSI Model
- The 7-step Improvement Model
- Service Reporting Roles
- CSI Manager

Registration form on the Training Course:
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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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Payment Method

☐ Please find enclosed a cheque made payable to Global Horizon

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Easy Ways To Register

Telephone: +201095004484 to provisionally reserve your place.	Fax your completed registration form to: +20233379764	E-mail to us : info@gh4t.com or training@gh4t.com	Complete & return the booking form with cheque to:Global Horizon 3 Oudai street, Aldouki, Giza, Giza Governorate, Egypt.