Global Horizon
TRAINING CENTER

Training Course:
Governance and Management of IT services

2 - 13 June 2025
London (UK)
Landmark Office Space - Oxford Street

Training Course:
Governance and Management of IT services

Training Course code: IT235168 From: 2 - 13 June 2025 Venue: London (UK) - Landmark Office Space - Oxford Street
Training Course Fees: 9800 ⬜ 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 IT governance and its significance.
- Overview of IT service management ITSM.
- IT governance frameworks e.g., COBIT, ISO/IEC 38500.
- Key roles in IT governance.

Day 2: ITIL Fundamentals

- 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.
- ITIL Service Operation processes.
- Managing IT service disruptions and incidents.

Day 4: Continual Service Improvement CSI

- Understanding CSI in ITIL.
- Key principles of CSI.
- Establishing a CSI culture within the organization.

Day 5: IT Governance and Risk Management

- IT risk management basics.
- Identifying IT risks and vulnerabilities.
- Assessing and mitigating IT risks.
- Compliance and regulatory requirements.

Day 6: Aligning IT with Business Goals

- Business-IT alignment strategies.
- Building an IT service catalog.
- IT governance and strategic planning.

Day 7: IT Policies and Quality

- Developing IT policies and procedures.
- Implementing IT service quality standards.
- Managing IT service providers.

Day 8: Practical Application

- Case studies and group discussions.
- Applying IT governance and ITSM concepts in real-world scenarios.

Day 9: Continuous Improvement

- Principles of continuous improvement in ITSM.
- Tools and techniques for monitoring and improving IT services.
- Feedback loops and service improvement plans.

Day 10: Final Assessment

- Participants complete a final assessment.
- Review of key takeaways from the program.

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

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): ....
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Payment Method

☐ Please find enclosed a cheque made payable to Global Horizon

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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.