



*Training Course:  
Certificate in IT Management Processes (CITMP)*

*21 - 25 September 2026  
Kuala Lumpur (Malaysia)*

## Training Course: Certificate in IT Management Processes (CITMP)

Training Course code: IT236377 From: 21 - 25 September 2026 Venue: Kuala Lumpur (Malaysia) - Training Course Fees: 6300 € Euro

### Introduction

The Certificate in IT Management Processes CITMP is a comprehensive professional training program designed and developed by Global Horizon Training Center to equip participants with the essential knowledge, frameworks, and practical tools required to effectively manage, control, and optimize IT processes within modern organizations.

In today's digitally driven environment, IT departments are no longer support functions; they are strategic partners that enable business continuity, innovation, governance, and competitive advantage. This program focuses on aligning IT services and processes with organizational objectives, ensuring efficiency, reliability, risk control, and continuous improvement.

The CITMP program integrates global best practices from IT service management, IT governance, process optimization, and operational excellence, with a strong emphasis on real-world application, decision-making, and performance measurement.

### Objectives

By the end of this program, participants will be able to:

- Understand the core concepts and structure of IT management processes
- Align IT processes with business strategy and organizational goals
- Design, implement, and improve IT operational and management processes
- Apply best practices in IT service delivery, governance, and control
- Manage IT resources, performance, risks, and compliance effectively
- Establish KPIs and metrics to measure IT process performance
- Enhance service quality, efficiency, and stakeholder satisfaction

### Target Audience

This program is designed for:

- IT Managers and IT Supervisors
- IT Operations and Service Managers
- IT Project Managers

- IT Governance, Risk, and Compliance Professionals
- Systems and Network Team Leaders
- Digital Transformation and Technology Managers
- Professionals involved in managing or overseeing IT processes

## Outlines

### Day 1: Foundations of IT Management Processes

- Overview of IT Management in Modern Organizations
- Role of IT as a Strategic Business Partner
- Core Concepts of IT Management Processes
- Types of IT Processes Strategic, Tactical, Operational
- Introduction to IT Service Management and Governance
- Process Lifecycle and Continuous Improvement
- Key Challenges in Managing IT Processes
- Case Study: IT Process Failures vs. Best Practices

### Day 2: IT Service Management & Process Design

- IT Service Management ITSM Concepts and Principles
- Service Strategy and Service Design Fundamentals
- Process Mapping and Documentation Techniques
- Roles and Responsibilities in IT Processes
- Designing Efficient and Scalable IT Processes
- Service Level Management and SLAs
- Aligning IT Services with Business Requirements
- Workshop: Designing an IT Service Process

### Day 3: IT Operations, Performance & Control

- IT Operations Management Overview

- Incident, Problem, and Change Management Processes
- Capacity, Availability, and Continuity Management
- IT Performance Management and KPIs
- Measuring Process Efficiency and Effectiveness
- Tools and Dashboards for IT Process Monitoring
- Managing IT Resources and Workflows
- Practical Exercise: Defining KPIs for IT Processes

#### Day 4: IT Governance, Risk & Compliance

- IT Governance Frameworks and Principles
- Decision-Making Structures in IT Management
- Risk Identification and Risk Assessment in IT Processes
- IT Security and Compliance Considerations
- Internal Controls and Audit Readiness
- Business Continuity and IT Resilience
- Managing Third-Party and Vendor IT Processes
- Case Study: IT Governance and Risk Scenarios

#### Day 5: Process Optimization & Continuous Improvement

- Continuous Improvement Models for IT Processes
- Root Cause Analysis and Problem-Solving Techniques
- Process Maturity Models and Assessments
- Managing Change and Process Transformation
- Aligning IT Process Improvement with Digital Transformation
- Best Practices for Sustainable IT Management
- Action Planning for Workplace Implementation
- Final Review, Knowledge Assessment & Certification Guidance



## Registration form on the Training Course: Certificate in IT Management Processes (CITMP)

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

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Company Information

Company Name: .....  
 Address: .....  
 City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
- Please invoice me
- Please invoice my company

### 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  
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Giza, Giza Governorate,  
Egypt.