



*Training Course:
IT Systems Analysis, Optimization, & Policy
Formulation*

*7 - 11 September 2026
London (UK)*

Training Course: IT Systems Analysis, Optimization, & Policy Formulation

Training Course code: SC235784 From: 7 - 11 September 2026 Venue: London (UK) - Training Course Fees: 6300 € Euro

Introduction

This comprehensive 5-day course is designed to enhance the skills of IT/System Analysts in analyzing, optimizing, securing, and managing IT systems, as well as formulating IT policies for organizations. Participants will explore a wide array of topics, from system analysis to the implementation of Microsoft Intune, ITIL practices, and policy formulation.

Objectives

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

- Understand system analysis, optimization, and vendor management.
- Learn how to implement and manage Microsoft Intune for device management.
- Apply ITIL practices to enhance IT service management.
- Formulate and implement IT policies for organizations.
- Develop security protocols and best practices for data protection.
- Provide effective training and support to end-users.

Target Audience

This program is ideal for:

- Business Intelligence & Support Unit professionals
- IT Systems Analysts and Enterprise Architects
- IT Governance and Compliance Officers
- Data Management & Business Intelligence Experts
- IT Policy & Strategy Developers
- IT Support and Optimization Specialists
- Technical Leads & IT Project Managers

Outlines

Day 1: System Analysis & Requirements Gathering

- Introduction to System Analysis: Understanding the fundamentals of system analysis and its importance in IT management.
- Analyzing Current IT Systems: Identifying areas for system improvement and optimization.
- Business Objectives Alignment: Ensuring IT solutions are aligned with business goals and needs.
- Requirements Gathering: Effective methods for gathering and analyzing IT requirements from stakeholders.
- IT Policy Formulation: Introduction to developing a comprehensive IT policy for organizational governance.

Day 2: Technical Support, System Monitoring & IT Policy Development

- Providing Technical Support: Advanced troubleshooting techniques to resolve system issues.
- Minimizing Downtime: Implementing strategies to prevent business disruptions.
- System Monitoring: Tools and techniques to monitor and assess system performance.
- Formulating IT Policies: Structuring IT policies for security, data management, and compliance.
- Implementing IT Policies: How to enforce and monitor compliance within an organization.

Day 3: Implementation, Integration & Microsoft Intune

- Microsoft Intune Overview: Introduction to Microsoft Intune for managing devices and applications.
- Configuring Microsoft Intune: How to configure and deploy Microsoft Intune for an organization.
- Device Management with Intune: Managing endpoints and maintaining security across all devices.
- Integration with IT Systems: How to ensure seamless integration of new systems, including Microsoft Intune, with existing infrastructure.
- Supporting Hybrid Work Models: Leveraging Microsoft Intune to support remote and hybrid work environments.

Day 4: Documentation, Vendor Management & ITIL Practices

- Documentation of IT Systems: Preparing and maintaining detailed system documentation for transparency and efficiency.
- Change Management Documentation: Managing system changes and updates to ensure continuity.
- ITIL Overview: Introduction to Information Technology Infrastructure Library ITIL practices.

- Applying ITIL to Service Management: Implementing ITIL for better IT service delivery and management.
- Vendor Management: Best practices for managing relationships with vendors, addressing technical issues, and ensuring smooth operations.

Day 5: Data Security & Continuous Improvement

- Data Security: Implementing IT security measures and compliance with data protection policies.
- ITIL Service Lifecycle: Understanding the five stages of ITIL service lifecycle and their applications.
- Training End-Users: Conducting end-user training on system functionalities, data security, and IT policy compliance.
- Continuous Improvement: Best practices for staying updated on industry trends, technologies, and service management improvements.
- ITIL for Continuous Improvement: How to use ITIL to ensure ongoing service improvement in your organization.

Registration form on the Training Course: IT Systems Analysis, Optimization, & Policy Formulation

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

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