



*Training Course:
Advanced IT Management for Network and
Operations*

*18 - 22 April 2027
Amman (Jordan)*

Training Course: Advanced IT Management for Network and Operations

Training Course code: IT234997 From: 18 - 22 April 2027 Venue: Amman (Jordan) - Training Course Fees: 4550 € Euro

Introduction

IT management is critical in the modern business world. Effective IT management ensures that the organization's technology infrastructure is optimized, secure, and aligned with business goals. This five-day training program covers the essentials of IT management with a focus on the Director of Network and Operations Department.

Objectives

The objectives of this training program are to:

- Provide a deep understanding of the role and importance of IT management in Network and Operations Department
- Introduce advanced concepts and best practices for managing IT resources in Network and Operations Department
- Provide practical tools and techniques for effective IT management in Network and Operations Department
- Equip participants with the knowledge and skills to effectively manage IT resources in their organizations

Target Audience

- Directors of Network and Operations Departments
- IT managers
- IT team leaders
- Professionals responsible for managing IT resources in Network and Operations departments
- Individuals interested in pursuing a career in IT management within Network and Operations
- Professionals seeking to strengthen their leadership and operational IT management skills

Outlines

Day 1: Overview of IT Management for Network and Operations Department

- IT management in Network and Operations Department
- The role of IT management in Network and Operations Department
- IT management frameworks and standards for Network and Operations Department

- IT governance and compliance in Network and Operations Department

Day 2: Managing IT Projects for Network and Operations Department

- Advanced IT project management principles and methodologies for Network and Operations Department
- Defining project scope, schedule, and budget in Network and Operations Department
- Risk management in IT projects for Network and Operations Department
- Effective communication and stakeholder management in Network and Operations Department

Day 3: IT Service Management for Network and Operations Department

- IT service management principles and frameworks for Network and Operations Department
- Advanced IT service delivery and support for Network and Operations Department
- Incident and problem management in Network and Operations Department
- Service level management in Network and Operations Department

Day 4: IT Security Management for Network and Operations Department

- Advanced information security management principles and frameworks for Network and Operations Department
- Threats and vulnerabilities in IT systems in Network and Operations Department
- Risk assessment and management in Network and Operations Department
- Security controls and countermeasures in Network and Operations Department

Day 5: IT Operations Management for Network and Operations Department

- IT operations management principles and frameworks for Network and Operations Department
- IT infrastructure management in Network and Operations Department
- IT asset management in Network and Operations Department
- Monitoring and performance management in Network and Operations Department

Registration form on the Training Course: Advanced IT Management for Network and Operations

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

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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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