

# € TRAINING

Fundamentals of Excellence in Information  
Technology Management



26 - 30 August 2024  
Kuala Lumpur (Malaysia)



# Fundamentals of Excellence in Information Technology Management

REF: B1766 DATE: 26 - 30 August 2024 Venue: Kuala Lumpur (Malaysia) - Fee: 5850 Euro

## Introduction:

This training program provides participants with a foundational understanding of excellence in Information Technology IT management. It empowers them to apply best practices and strategies to achieve operational efficiency, strategic alignment, and overall success in IT management.

## Program Objectives:

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

- Understand key concepts and principles of IT management excellence.
- Develop and implement effective IT strategies and policies.
- Manage IT operations and resources efficiently.
- Assess and improve IT service delivery and performance.
- Align IT initiatives with organizational goals and objectives.

## Targeted Audience:

- IT Managers.
- IT Team Leaders.
- IT Project Managers.
- Business Analysts.
- Systems Administrators.

## Program Outline:

### Unit 1:

#### Introduction to IT Management Excellence:

- Overview of IT management principles and practices.
- Key concepts in achieving IT management excellence.
- The role of IT in organizational success.

- Frameworks and standards for IT management.
- Case studies of successful IT management implementations.

## Unit 2:

### Strategic IT Planning and Governance:

- Developing IT strategies aligned with business goals.
- IT governance frameworks and their importance.
- Creating and managing IT policies and procedures.
- Measuring and reporting on IT performance.
- Risk management and compliance in IT governance.

## Unit 3:

### IT Operations Management:

- Managing IT infrastructure and services effectively.
- IT service management ITSM principles and best practices.
- Implementing and managing ITIL processes.
- Resource allocation and capacity planning.
- Monitoring and optimizing IT operations.

## Unit 4:

### IT Project and Resource Management:

- Project management methodologies and best practices.
- Planning, executing, and controlling IT projects.
- Managing IT resources and budgets.
- Performance measurement and improvement strategies.
- Tools and techniques for effective project and resource management.

## Unit 5:



## Enhancing IT Service Delivery and Innovation:

- Strategies for improving IT service delivery and customer satisfaction.
- Leveraging technology for innovation and competitive advantage.
- Continuous improvement processes in IT management.
- Evaluating emerging technologies and trends.
- Building a culture of excellence and agility in IT.