MERCURY

IT General Controls ITGC

25 – 29 July 2027
Manama (Bahrain)



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IT General Controls ITGC

Ref: 121742_1045270 **Date:** 25 – 29 July 2027 **Location:** Manama (Bahrain) **Fees:** 5500 Euro

Introduction

IT General Controls ITGC form the backbone of secure and reliable IT environments across organizations. They establish the fundamental governance structure that ensures systems operate with integrity, confidentiality, and availability. This IT General Controls ITGC course explores how ITGC supports risk management, compliance, and operational stability across enterprise systems. Participants will examine how controls influence access management, change processes, system operations, and data protection. The program explains how ITGC integrates with regulatory frameworks, including SOX, ISO standards, and SOC reporting. Learners will understand how ITGC strengthens audit readiness and reduces organizational IT risk.

Targeted Groups

This IT General Controls ITGC training targets professionals seeking knowledge and skills:

- Internal auditors reviewing IT systems controls.
- IT compliance and risk management staff.
- Information security officers and analysts.
- IT operations and infrastructure teams.
- SOC and SOX reporting professionals.
- Governance and internal control specialists.
- System administrators managing enterprise environments.
- Consultants supporting IT audit and compliance projects.

Course Objectives

Participants will achieve the following objectives by completing the IT General Controls ITGC course:

- Understand the role of ITGC in securing enterprise IT environments and supporting audit assurance.
- Identify key control domains, including access management, change control, IT operations, and system development.
- Recognize how ITGC aligns with compliance frameworks such as SOX, SOC 1/2, and ISO standards.
- Evaluate risks arising from weak or missing IT general controls across systems.
- Analyze control design and effectiveness within IT environments.
- Apply structured thinking to identify control gaps and remediation needs.
- Differentiate between ITGC and application-level controls in audit contexts.
- Strengthen understanding of governance principles supporting IT risk mitigation and system reliability.

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Targeted Competencies

Participants will gain the following competencies during the IT General Controls ITGC program:

- Ability to assess ITGC frameworks within enterprise IT environments.
- Skill in evaluating logical access, change management, and IT operations controls.
- Competence in identifying system vulnerabilities linked to weak governance controls.
- Capability to interpret compliance requirements across audit frameworks.
- Ability to support internal audit testing of IT control environments.
- Skill in analyzing risk exposure within IT infrastructure layers.
- Competence in understanding configuration and policy-based control structures.
- Ability to support continuous improvement in IT governance and control effectiveness.

Studying Scenarios

In this IT General Controls ITGC training, participants develop skills through the following scenarios:

- Evaluating user access controls to detect unauthorized system entry risks.
- Reviewing change management processes to identify unapproved system modifications.
- Analyzing backup and recovery procedures to ensure business continuity readiness.
- Assessing IT operations monitoring to detect system failures or security gaps.
- Examining compliance scenarios under regulatory frameworks like SOX and SOC audits.

Course Content

Unit 1: Foundations of IT General Controls

- Understanding the meaning of ITGCs in enterprise environments and the audit scope.
- Role of IT general controls in system reliability and governance structure.
- Relationship between ITGC, IT risk, and organizational compliance needs.
- Overview of confidentiality, integrity, and availability in IT systems.
- The importance of ITGCs in supporting internal audit and assurance functions.
- Distinction between IT general controls and application-level controls.
- Impact of ITGC failures on financial reporting and operational trust.
- Introduction to regulatory expectations in IT control environments.

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Unit 2: Access Control and Identity Management

- Logical access control principles and user authentication processes.
- Password management standards and secure configuration practices.
- Role-based access control and least privilege implementation models.
- User provisioning and de-provisioning lifecycle management controls.
- Multi-factor authentication and secure login enforcement methods.
- Access review processes and periodic validation of user rights.
- Privileged account monitoring and high-risk access controls.
- Identity governance frameworks supporting secure system access.

Unit 3: Change Management and System Integrity

- Change control processes in IT systems and infrastructure environments.
- Approval workflows for system updates and configuration changes.
- Version control and documentation of system modifications.
- Testing procedures before deployment into production systems.
- Emergency change management and risk handling procedures.
- Segregation of duties in change execution and approval cycles.
- Audit trails and logging for accountability in system changes.
- Risk impact analysis of unauthorized or failed system changes.

Unit 4: IT Operations and Infrastructure Controls

- IT operations monitoring for system stability and performance.
- Backup and recovery controls ensure data protection and restoration.
- Job scheduling and batch processing control mechanisms.
- Incident management processes and system failure response models.
- Disaster recovery planning and business continuity strategies.
- Physical and environmental controls for IT infrastructure protection.
- System maintenance procedures and operational control standards.
- Monitoring tools for detecting anomalies and operational risks.

Unit 5: Compliance, Audit, and Governance Frameworks

- ITGC alignment with SOX, SOC 1, SOC 2, and ISO standards.
- Role of the COBIT framework in IT governance and control structure.
- Audit testing methodologies for the effectiveness of IT general controls.
- Control documentation and evidence collection for audit readiness.
- Risk assessment techniques for IT control environments.
- Internal audit roles in evaluating ITGC performance.
- Control deficiencies identification and remediation planning.
- Continuous monitoring and improvement of IT governance systems.

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Final Insights & Key Takeaways

IT General Controls establish the foundation for secure, reliable, and compliant IT environments across all organizational systems. Strong ITGC implementation directly improves audit readiness, operational stability, and the effectiveness of risk mitigation.