MERCURY

# Certificate in IT Management Processes Training Course

26 – 30 September 2027
Amman (Jordan)



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Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

# Certificate in IT Management Processes Training Course

**Ref:** 15845_1084664 **Date:** 26 – 30 September 2027 **Location:** Amman (Jordan) **Fees:** 4200 Euro

## Introduction:

The Certificate in IT Management Processes training course equips professionals with the skills and knowledge to effectively manage and optimize IT systems and processes. It covers many key topics, including IT governance, strategic alignment, IT service management, and process improvement. Participants will gain insights into best practices, frameworks, and methodologies that drive successful IT management in today's fast-paced business environment.

This IT Management Processes certification will provide the foundational tools and strategies for success, whether they want to enhance their current role or pursue a career in IT management. It provides an understanding of IT management and its critical role in modern organizations. It delves into the fundamentals of information technology management processes, offering insights into IT operations management processes and their alignment with organizational goals.

Participants in this IT Management Processes training will explore best practices in IT service management processes, including ITSM processes based on ITIL frameworks. They will learn to implement automated IT service management processes for enhanced efficiency. Attendees will understand what IT management entails and how to optimize IT management processes for business success.

## Targeted Groups:

- IT Managers and Directors.
- IT Project Managers.
- Business Analysts.
- Systems Administrators.
- IT Consultants.
- Technology Leaders.
- Operations Managers.
- Professionals are aspiring to move into IT management roles.
- Individuals involved in process optimization and IT service delivery.

## Course Objectives:

At the end of this Certificate in IT Management Processes course, the participants will:

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- Understand key IT management processes and frameworks.
- Learn to align IT strategies with business goals.
- Gain proficiency in IT governance and compliance practices.
- Develop skills in IT service management and optimization.
- Enhance the ability to manage IT projects effectively.
- Learn to assess and mitigate IT-related risks.
- Understand how to measure IT performance using KPIs.
- Gain expertise in managing IT resources and budgeting.
- Master change management techniques in IT environments.
- Foster a culture of continuous improvement in IT operations.

## Targeted Competencies:

By the end of this Certificate in IT Management Processes training, the participant's competencies will:

- IT Governance and Compliance.
- IT Service Management ITSM.
- Strategic IT Alignment.
- IT Process Optimization.
- Risk Management in IT.
- IT Project Management.
- IT Resource Planning and Allocation.
- Change Management in IT.
- Performance Measurement and KPIs.
- Continuous Improvement in IT Systems.

## Course Content:

### Unit 1: Introduction to IT Management Processes:

- Overview of IT management and its importance.
- Key principles of IT management processes.
- Understanding the role of IT in business strategy.
- Introduction to IT governance frameworks and standards.
- Importance of aligning IT with business objectives.
- Key responsibilities of IT managers and teams.
- Exploring the relationship between IT and other business functions.

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## Unit 2: IT Governance and Compliance:

- Understanding IT governance frameworks COBIT, ITIL, etc..
- Key components of IT governance and compliance.
- Importance of regulatory requirements in IT.
- Risk management in IT governance.
- Managing IT audits and assessments.
- Implementing controls for data protection and privacy.
- Aligning IT practices with legal and industry standards.
- Best practices for ensuring compliance in IT processes.

## Unit 3: IT Service Management ITSM:

- Introduction to ITSM and its frameworks.
- Overview of the ITIL lifecycle and processes.
- Service strategy and service design.
- Service transition, operation, and continual service improvement.
- Defining and managing service levels SLAs.
- Key performance indicators for ITSM.
- Incident, problem, and change management processes.
- Tools and technologies for IT service management.

## Unit 4: IT Process Optimization:

- Identifying inefficiencies in IT processes.
- Techniques for streamlining IT workflows.
- Process mapping and analysis tools.
- Lean IT and Six Sigma methodologies.
- Automating IT processes to reduce manual tasks.
- Optimizing IT service delivery for better performance.
- Cost optimization strategies in IT processes.
- Continuous improvement in IT operations.
- Measuring success through key performance metrics.

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## Unit 5: IT Project Management and Resource Planning:

- Understanding the IT project lifecycle.
- Project initiation, planning, execution, and closure.
- Managing project scope, time, and cost.
- Resource planning and allocation in IT projects.
- Risk management in IT project management.
- Tools for effective project tracking and reporting.
- Communicating with stakeholders in IT projects.
- Leadership and team management in IT projects.
- Evaluating project outcomes and lessons learned.