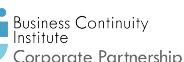




IT Governance

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Transforming
Business for Good



Why Attend

This course explains how good IT Governance can help align IT strategies to business strategies. It does this by discussing IT Governance at two levels: Governance of IT, and Governance within IT. Governance of IT captures what business units need from IT and how can such requirements be formally discussed in non-technical terms.

Governance within IT, while internal to the IT department, captures those non-technical requirements and translates them into clear IT management objectives.

Topics covered in the course include, but are not limited to, the main objectives of IT Governance, potential risks that may prevent organizations from achieving those objectives, and processes and other controls that mitigate these risks. Participants will also learn how to facilitate changes within the organization in order to implement the necessary IT Governance mechanisms to ensure that the correct IT objectives, which are aligned to business objectives, are achieved.

Course Methodology

This course relies on detailed and visual slides, videos, practical examples, group discussions, small individual exercises, larger group exercises, and presentations from the participants.

Course Objectives

By the end of the course, participants will be able to:

- Explain the difference between IT Governance and IT Management
- Align IT strategy to business strategy
- Identify IT Governance objectives and risks
- Implement common IT Governance and IT Management processes
- Facilitate policy changes within the organization
- Implement the necessary mechanisms to ensure IT objectives are achieved

Target Audience

This course is suitable for anyone who is managing/leading an IT division, or anyone who owns some responsibility for ensuring the success of IT within an organization. This includes, but is not limited to, Directors, Chief Technology Officers, IT Senior Managers and Executives, Auditors, Risk Managers, and Compliance Officers.

Target Competencies

- IT Governance
- Aligning IT objectives to business objectives
- IT risk management
- IT value optimization
- IT resource management



Course content

Governance and IT Governance

Conformance and performance
Governance and management
Business strategy and IT strategy
Internal delegation of responsibilities
Business drivers for IT Governance
Pain points and trigger events
Governance of IT and governance within IT
Components for good IT Governance
Enterprise architecture

IT Governance Objectives and Risks

Alignment of IT objectives to business objectives
Risks, threats, and vulnerabilities
IT risk management
IT value optimization risks
IT project delivery risks
IT operations and service delivery risks
Risk appetite and risk tolerance
Quantitative and qualitative assessments
Risk response strategies
Key risk indicators

IT Governance and IT Management Processes

IT value optimization
IT risk management
IT resource management
Decision making
Portfolio management
Budgets and costs
Vendor management
Cyber security
Data governance
Business continuity and disaster recovery

IT Resources

Demand management
Capacity management
Human Resources
Outsourcing, external delegation of responsibilities
Service Level Agreements (SLAs)
And Operational Level Agreements (OLAs)
Cloud computing

Culture and Change Management

Culture and barriers
Organizational behavior
Controlled changes
Projects and organizational transition from one state to another

Data and Information Management

Information lifecycle
Data retention
Data classification
Data protection

Monitoring and Assurance

Metrics and dashboards
Key performance indicators (KPIs)
3 lines model
Oversight and assurance functions
Assurance on process outcome
Assurance on process execution

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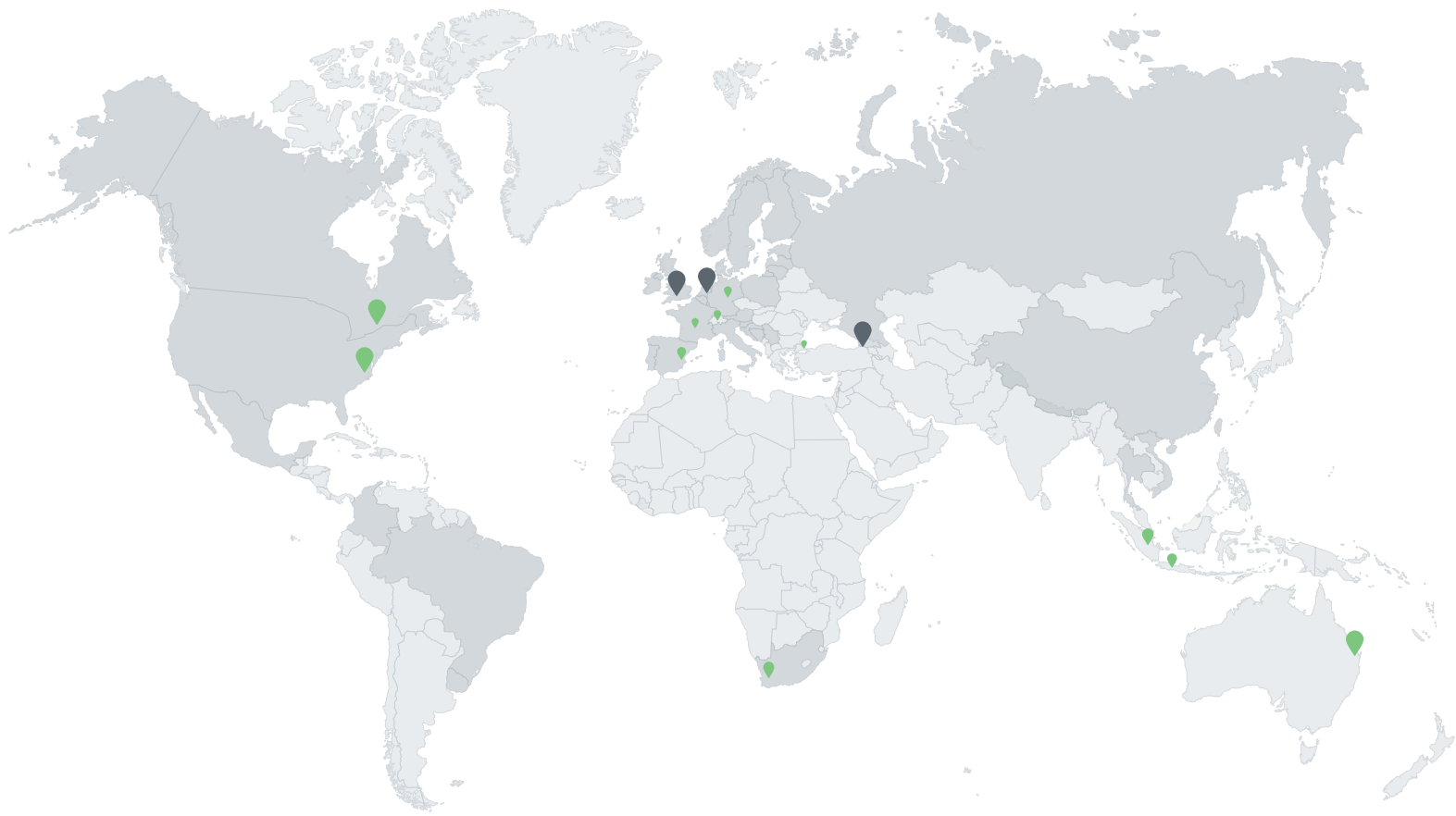
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