

IT Standards for Operational Excellence Training Course

2027 8 - 4
Paris (France)

UK Traininig

PARTNER



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The Program Flow

Day 1: Foundations of IT Standards and Operational Excellence

- Understand the purpose and importance of IT standards.
- Explore the concept of operational excellence in IT environments.
- Review key IT governance frameworks, including COBIT and ITIL.
- Identify how standards improve consistency, accountability, and performance.
- Align IT standards with business objectives and organizational priorities.

Day 2: IT Service Management and Process Optimization

- Understand the ITIL framework and its practical value in service management.
- Apply best practices for IT service delivery and support.
- Improve service processes through structured process optimization.
- Use continuous service improvement approaches to enhance IT operations.
- Define KPIs and metrics for monitoring IT service management performance.

Day 3: Risk Management and Cybersecurity Standards

- Conduct IT risk assessment and apply risk management practices.
- Understand ISO 27001 and its role in information security management.
- Explore cybersecurity frameworks such as NIST and CIS Controls.
- Apply data protection and privacy compliance considerations.
- Design practical controls to reduce operational and cybersecurity risks.

Day 4: IT Performance Measurement and Reporting

- Use the Balanced Scorecard approach for measuring IT performance.
- Identify IT performance metrics and benchmarking practices.
- Create effective IT dashboards for monitoring operations and services.
- Communicate IT performance, risks, and value to stakeholders.
- Translate technical performance data into clear business-focused reporting.

Day 5: Implementing and Sustaining Operational Excellence

- Apply change management practices in IT operations.
- Use Lean IT principles to reduce waste and improve efficiency.
- Build a culture of continuous improvement and operational discipline.
- Develop strategies for sustaining IT standards and performance improvements.
- Explore future trends in IT standards, governance, and operations.

UK Training

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A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a silver knight behind it. The board is checkered, and there are concentric circles in the background.

Individual Impact

- Build confidence in applying IT standards and governance frameworks.
- Strengthen understanding of ITIL, COBIT, ISO 27001, NIST, and CIS Controls.
- Improve skills in service management, performance measurement, and reporting.
- Develop practical capability in IT risk management and cybersecurity alignment.
- Gain tools for driving continuous improvement in IT operations.

Work Impact

- Improve IT service quality, reliability, and operational efficiency.
- Strengthen alignment between IT operations and business objectives.
- Reduce IT risks through structured governance and cybersecurity controls.
- Improve visibility through KPIs, dashboards, scorecards, and reporting.
- Support a culture of continuous improvement and long-term operational excellence.

Training Methodology

This program combines framework-based learning with practical implementation through:

- Instructor-led discussions on IT standards and operational excellence.
- Case studies on IT governance, service management, and cybersecurity.
- Practical exercises on KPIs, metrics, dashboards, and scorecards.
- Risk management and cybersecurity framework mapping activities.
- Lean IT and process improvement workshops.
- Roadmap development for implementing and sustaining IT standards.

Beyond the Course

Upon completion, participants will be able to:

- Develop a roadmap for implementing IT standards in their organization.
- Apply ITIL and COBIT concepts to improve IT governance and service management.
- Create a Balanced Scorecard for measuring IT performance.
- Design a practical IT risk management and cybersecurity framework.
- Communicate IT value more effectively to business stakeholders.
- Foster a culture of operational excellence and continuous improvement.

A graphic of a chessboard with several chess pieces (a king, queen, and pawns) in the foreground. The text 'UK Training' is in a small font above the word 'PARTNER' in a large, bold, black sans-serif font.

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