

IT Standards for Operational Excellence Training Course

2027 16 – 12
Kuala Lumpur (Malaysia)

UK Traininig

PARTNER



IT Standards for Operational Excellence Training Course

~~R20222411911963582~~ **Location:** Kuala Lumpur (Malaysia) **Fees:** 4900 GBP

Why This Course

Operational excellence in IT depends on more than technology. It requires clear standards, structured governance, efficient service management, strong risk controls, measurable performance, and a culture of continuous improvement. Organizations that apply recognized IT frameworks can improve service quality, reduce operational risks, align IT with business priorities, and deliver greater value to stakeholders.

This comprehensive 5-day IT Standards for Operational Excellence Training program equips IT professionals with the knowledge and practical skills needed to implement leading IT standards and frameworks. The course covers IT governance, ITIL service management, process optimization, cybersecurity standards, risk management, performance measurement, reporting, Lean IT, change management, and continuous improvement. Through practical exercises, framework discussions, and real-world examples, participants will learn how to build a structured roadmap for improving IT operations and sustaining long-term excellence.

What You'll Learn and Practice

By joining this program, you will:

- Understand the role of IT standards in achieving operational excellence.
- Apply key IT governance frameworks such as COBIT and ITIL.
- Align IT operations with organizational goals and business strategy.
- Implement IT service management best practices.
- Optimize service delivery and support processes.
- Define KPIs and metrics for IT service performance.
- Apply risk management principles in IT operations.
- Understand information security standards such as ISO 27001.
- Use cybersecurity frameworks such as NIST and CIS Controls.
- Address data protection, privacy, and compliance requirements.
- Build IT dashboards, reports, and performance scorecards.
- Apply change management, Lean IT, and continuous improvement practices.

UK Training

PARTNER

A graphic of a chessboard with several chess pieces (king, queen, rook, knight, and pawns) on it, set against a background of concentric circles.

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.

A graphic featuring a chessboard with several chess pieces (a king, a queen, and a pawn) in the foreground. In the background, there are concentric circles radiating from a point, creating a sense of depth and focus. The text 'UK Training' is in a smaller font above the word 'PARTNER' in a large, bold, black sans-serif font.

UK Training
PARTNER

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, a queen, a rook, and a knight) in gold and silver. The text 'UK Training' is in a small, black sans-serif font, and 'PARTNER' is in a large, bold, black sans-serif font below it.

UK Training
PARTNER