

IT Standards & Operational Excellence: Driving Business Value

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Barcelona (Spain)

UK Training

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IT Standards & Operational Excellence: Driving Business Value

~~R2022426~~ ~~19851012~~ ~~19851012~~ **Location:** Barcelona (Spain) **Fees:** 5900 GBP

Why This Course

Operational excellence in IT requires more than efficient systems and reliable infrastructure. It depends on clear standards, strong governance, structured service management, effective risk controls, and a culture that supports continuous improvement. When IT practices are aligned with recognized frameworks and business goals, organizations can improve service quality, reduce risks, strengthen compliance, and deliver greater value.

This comprehensive 5-day IT Standards and Operational Excellence Training program equips IT professionals with the knowledge and practical skills needed to implement industry standards, optimize IT operations, and support long-term performance improvement. The course covers IT frameworks, service management, process optimization, cybersecurity, risk management, governance, strategic alignment, change management, Lean IT, Agile practices, and innovation. Through practical exercises and real-world examples, participants will learn how to build a clear roadmap for improving IT effectiveness and operational maturity.

What You'll Learn and Practice

By joining this program, you will:

- Understand key IT standards and their impact on operational excellence.
- Apply IT frameworks to improve service management and operational control.
- Align IT operations and initiatives with business goals.
- Use ITIL best practices for service delivery and support.
- Define KPIs and metrics for measuring IT performance.
- Apply IT risk assessment and risk management techniques.
- Understand cybersecurity standards and practical security controls.
- Strengthen incident response, business continuity, and audit preparedness.
- Apply IT governance frameworks such as COBIT.
- Connect IT portfolio, project management, investment, and value delivery.
- Use change management to support operational improvement.
- Apply Lean IT, Agile methods, and innovation practices to enhance IT performance.

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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 operational excellence principles in IT environments.
- Review key IT frameworks and compliance requirements.
- 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 role in IT service management.
- Apply best practices for service delivery and support processes.
- Improve workflows through service management and process optimization techniques.
- Use continuous service improvement to enhance IT operations.
- Define KPIs and metrics for measuring IT service and operational performance.

Day 3: Risk Management and Cybersecurity

- Conduct IT risk assessment and prioritize risk treatment actions.
- Apply cybersecurity standards and best practices to reduce exposure.
- Understand incident response and business continuity requirements.
- Strengthen compliance and audit preparedness.
- Design practical controls that support security, resilience, and operational reliability.

Day 4: IT Governance and Strategic Alignment

- Understand IT governance frameworks such as COBIT.
- Align IT initiatives with business strategy and organizational value.
- Apply portfolio and project management concepts in IT operations.
- Evaluate IT investments and value delivery.
- Improve decision-making through governance, accountability, and performance visibility.

Day 5: Driving Continuous Improvement and Innovation

- Apply change management practices in IT operations.
- Foster a culture of continuous improvement and innovation.
- Use Lean IT methods to reduce waste and improve efficiency.
- Apply Agile methodologies to support adaptability and faster delivery.
- Explore future trends in IT standards and operational excellence.

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A graphic of a chessboard with several chess pieces. A gold king piece is prominent in the foreground, with a silver pawn and a gold pawn nearby. The board is white and grey, with concentric circles in the background.

Individual Impact

- Build confidence in applying IT standards and operational excellence practices.
- Strengthen understanding of ITIL, COBIT, cybersecurity, governance, and risk management.
- Improve skills in KPI development, process optimization, and performance measurement.
- Gain practical tools for change management and continuous improvement.
- Enhance the ability to communicate IT value to business stakeholders.

Work Impact

- Improve IT service quality, efficiency, and reliability.
- Strengthen alignment between IT operations and business strategy.
- Reduce operational, cybersecurity, compliance, and audit-related risks.
- Improve visibility through KPIs, performance frameworks, and reporting.
- Support a stronger culture of innovation, accountability, and continuous improvement.

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 service management, governance, cybersecurity, and improvement.
- Practical exercises on KPIs, performance measurement, and process optimization.
- Risk management and cybersecurity strategy workshops.
- Governance and strategic alignment activities.
- Action planning for continuous improvement and operational excellence.

Beyond the Course

Upon completion, participants will be able to:

- Develop a roadmap for implementing IT standards within their organization.
- Create a framework for measuring and improving IT operational performance.
- Apply ITIL and COBIT concepts to improve service management and governance.
- Design a risk management and cybersecurity strategy aligned with industry standards.
- Build an action plan for fostering continuous improvement in IT operations.

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a knight) positioned on it. The board is white and black, and the pieces are gold and silver. In the background, there are concentric circles radiating from the center of the board.

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