



IT Infrastructure Management



4 - 22 November 2024



Lisbon (Portugal)

# IT Infrastructure Management

course code: B9209 From: 4 - 22 November 2024 Venue: Lisbon (Portugal) - course Fees: 6750 Euro

## Program Overview

In this program you will learn about...

Managing your IT Infrastructure is a Key Business Success Need. It impacts productivity, it impacts customer satisfaction and it impacts many of our strategic objectives. This program covers the understanding and management actions required to bring your IT Infrastructure Practices in line with Good Management Practices, Best Practices and Strategic Priorities.

This program can be used as a Pre-Leadership Training for IT Professionals and Managers. So that they can understand their Manager roles and also get some ideas on the requirements to show leadership in your organization and department.

## Program Content

(Each program is customized to meet the specific job related needs of the participant group. All the following topics will be covered and others.. Please feel free to suggest additional topics to the Program Director/s)

1. The IT Infrastructure Management Opportunity
2. Good Management Practices
3. Strategic Focus
4. Best Practices
5. Customer Focus
6. Business Processes discussed in detail...
  1. Strategic Goals
  2. Management Goals
  3. Infrastructure Planning
  4. Resource Management
  5. Service Management
  6. Security
  7. Intellectual Property
  8. Customer Experience
  9. Feedback
  10. Continual Improvement
  11. Outsourcing
7. Program Recommendations
8. Preparing your Action Plan



