

€ TRAINING

Certified Information Technology Manager(
CITM)



30 September -
4 October 2024
Kuala Lumpur (Malaysia)



Certified Information Technology Manager(CITM)

REF: B2400 DATE: 30 September - 4 October 2024 Venue: Kuala Lumpur (Malaysia) - Fee: 5850 Euro

Introduction:

The Certified Information Technology Manager CITM training program is designed to equip professionals with the skills and knowledge necessary to excel in the field of IT management. In an era where information technology plays a pivotal role in nearly every industry, IT managers are essential for ensuring the efficient and secure operation of IT systems and the alignment of technology with business objectives. This 5-day course provides a comprehensive overview of IT management concepts and practices, preparing participants to excel in their IT management roles and earn the CITM certification.

Course Objectives:

At the end of this course the participants will be able to:

- Gain a solid understanding of the core principles, practices, and responsibilities of IT management
- Develop leadership and communication skills required to lead IT teams and drive technology initiatives effectively.
- Learn to align IT strategies with overall business objectives, ensuring that technology investments contribute to the organization's success.
- Explore IT governance frameworks, risk management best practices, and compliance standards to ensure the security and stability of IT systems.
- Acquire project management skills specific to IT projects, including planning, execution, and successful delivery of technology initiatives.
- Understand IT service delivery and support processes to enhance user satisfaction & gain knowledge of cybersecurity fundamentals and strategies to protect IT assets.
- Learn how to effectively manage IT vendors and contracts, ensuring cost-effectiveness and quality service.
- Develop skills to create, manage, and optimize IT budgets and financial resources.

Targeted Audience:

- IT Managers and Team Leaders
- IT Project Managers
- Senior IT Professionals aspiring to leadership roles
- Business and IT Consultants
- System and Network Administrators
- IT Auditors
- Compliance and Risk Management Professionals
- Anyone looking to enhance their knowledge of IT management

Course Outlines:

Unit 1: Introduction to IT Management

- Defining IT Management
- Role and Responsibilities of IT Managers
- IT Management Frameworks

Unit 2: Leadership and Strategic Planning

- Leadership Skills in IT
- Strategic Planning for IT
- Aligning IT with Business Goals

Unit 3: Governance, Risk Management, and Compliance

- IT Governance Frameworks
- Risk Management in IT
- Compliance and Regulatory Standards

Unit 4: Project Management and Service Delivery

- IT Project Management
- IT Service Management ITIL
- Service Level Agreements SLAs

Unit 5: Security, Vendor Management, and Financial Aspects

- IT Security Fundamentals
- Vendor and Contract Management
- IT Budgeting and Financial Management