ITC

International Training Center Paris

TRAINING SCHEDULE

IT FOR NON-IT MANAGER

Overview:

The "IT for Non-IT Managers" training is designed for managers and leaders who don't have an IT background but need to manage and make decisions about IT-related projects and teams. The training will provide an overview of IT concepts, processes, and tools in a non-technical language. Participants will gain a better understanding of how IT impacts their organizations, how to communicate effectively with IT professionals, and how to make informed decisions about IT-related projects and investments.

Objectives:
- Understand basic IT concepts, processes, and tools
- Learn how to communicate effectively with IT professionals
- Learn how to manage IT projects and teams
- Gain insight into IT governance and risk management
- Understand the impact of emerging technologies on businesses
- Learn how to make informed decisions about IT-related projects and investments

The training will consist of a combination of lectures, case studies, and hands-on exercises to ensure participants have a comprehensive understanding of the material. By the end of the training, participants will be equipped with the necessary skills to manage and make informed decisions about IT-related projects and investments.

Targeted Groups:

- Business executives
- Department heads from non-IT functions
- Project sponsors

Planning:

Day 1: Introduction to IT Management

- IT Management and Leadership
- Overview of IT Concepts and Processes
- IT Project Management Fundamentals

Day 2: IT Infrastructure and Operations

- IT Infrastructure Components and Services
- IT Service Management (ITSM)
- IT Operations Management (ITOM)

Day 3: IT Governance and Risk Management

- IT Governance Frameworks (COBIT, ITIL)
- Risk Management and Compliance
- Security Management

Day 4: Emerging Technologies

- Cloud Computing
- Big Data and Analytics
- Artificial Intelligence (AI) and Machine Learning

Day 5: IT Investment and Decision Making

- IT Investment Planning and Management
- IT Vendor Management
- IT Strategic Planning