ICT GOVERNANCE AND IT SERVICE MANAGEMENT (COBIT AND ITIL) COURSE

Introduction

Organisations spend heavily on ICT and often cannot show what it delivered. This course covers the two frameworks that answer that: COBIT for governing ICT as a business asset, and ITIL for running IT services day to day. Participants learn to set up an ICT governance structure, define and measure service levels, control changes so releases stop breaking production, manage the ICT budget and asset base, and prepare for an ICT audit. The emphasis is on what a mid-sized organisation can realistically adopt, not on full framework implementation.

Course Objectives

- Explain the difference between governing ICT and managing it
- Apply COBIT principles to decision rights, accountability and ICT investment
- Set up an ICT steering committee that functions
- Design and run the core ITIL service management processes
- Define service levels and measure them honestly
- Run change, incident and problem management so releases stop breaking systems
- Manage the ICT asset register, licences and the budget
- Prepare for an internal or external ICT audit
- Build an ICT governance improvement roadmap

Course Modules

> Module 1: Governing Versus Managing ICT

- Why ICT governance exists
- COBIT principles and governance objectives
- Decision rights: who decides what about technology
- The ICT steering committee and its mandate

- Aligning ICT plans with the organisational strategy
- Common governance failures

> Module 2: ICT Strategy, Portfolio and Investment
- Building an ICT strategic plan that survives contact with reality
- Prioritising projects and systems
- Business cases for ICT investment
- Budgeting capital and recurrent ICT costs
- Benefit tracking after a system goes live
- Retiring systems nobody will admit to owning

> Module 3: Service Management Foundations
- ITIL service management concepts
- Building a service catalogue
- Service desk design and tiering
- Request fulfilment workflows
- Roles, responsibilities and escalation paths
- Right-sizing processes for a small ICT team

> Module 4: Service Levels and Performance
- Writing service level agreements people can meet
- Operational level agreements with internal teams
- Underpinning contracts with suppliers
- Metrics that reflect user experience
- Reporting service performance honestly
- Handling persistent breaches

> Module 5: Incident, Problem and Change
- Incident management and prioritisation
- Major incident handling and communication
- Problem management and root cause analysis
- Change control, approval and the change calendar
- Emergency changes and back-out plans
- Release and deployment discipline

> Module 6: Assets, Configuration and Continuity
- Asset registers, licences and warranties

- Configuration management and dependency mapping
- Capacity and availability planning
- Backup, disaster recovery and continuity testing
- Shadow IT and unapproved cloud services
- Managing end-of-life hardware and software

> Module 7: ICT Audit and Improvement

- What ICT auditors look for and why
- Evidence, documentation and traceability
- Common audit findings and how to close them
- Maturity assessment of your ICT function
- Prioritising improvements with limited resources
- Reporting ICT performance to management and the board