BLACKBIRD
FOR TRAINING

Excellence in IT Operations

London (UK)

19 - 23 August 2024

UK Traininig
PARTNER

www.blackbird-training.com

Excellence in IT Operations

Introduction

This training course aims to equip IT professionals with advanced skills and knowledge to excel in IT operations. The focus is enhancing operational efficiency, optimizing IT systems, and implementing best practices for sustainable IT operations.

Objectives

- Understand the fundamentals of IT operations management and its importance to organizational success.
- Learn best practices for managing IT infrastructure, including servers, networks, and cloud services.
- Develop skills for monitoring and improving system performance, security, and reliability.
- Implement effective incident management and problem-solving strategies.
- Enhance communication and collaboration within IT teams and with other departments.

Course Outline

Day 1

Foundations of IT Operations

- Introduction to IT Operations Management
- Key Components of IT Infrastructure
- ITIL Framework and Its Relevance
- Service Level Agreements SLAs and Key Performance Indicators KPIs
- Role of Automation in IT Operations

Day 2

Infrastructure Management

- Managing Physical and Virtual Servers
- Network Architecture and Optimization
- Storage Solutions and Data Management
- Cloud Computing: Types and Best Practices
- Disaster Recovery and Business Continuity Planning

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Day 3

Performance Monitoring and Optimization

- Tools and Techniques for System Monitoring
- Performance Metrics and Analysis
- Capacity Planning and Scaling Strategies
- Incident Detection and Response
- Performance Tuning and Optimization

Day 4

Security and Compliance

- Fundamentals of IT Security and Risk Management
- Implementing Security Policies and Procedures
- Compliance with Industry Standards e.g., GDPR, HIPAA
- Threat Detection and Prevention
- Incident Response and Management

Day 5

Collaboration and Continuous Improvement

- Enhancing Communication within IT Teams
- IT Operations and Business Alignment
- Change Management and Process Improvement
- Training and Development for IT Staff
- Developing a Culture of Continuous Improvement

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North Oil company,

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