IT Systems Analysis, Optimization, and Policy Formulation

Istanbul (Turkey)

10 - 14 August 2025

UK Traininig

PARTNER

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Code: IT28 From: 10 - 14 August 2025 City: Istanbul (Turkey) Fees: 4600 Pound

Introduction:

This comprehensive 5-day course is designed to enhance the skills of IT/System Analysts in key areas such as analyzing, optimizing, securing, and managing IT systems. Participants will also learn how to formulate effective IT policies for organizations. The course covers a wide range of topics, including system analysis, the implementation of Microsoft Intune, ITIL practices, and policy formulation.

Course Objectives:

By the end of the course, participants will be able to:

- Understand system analysis, optimization, and vendor management.
- Implement and manage Microsoft Intune for effective device management.
- Apply ITIL practices to improve IT service management.
- Develop and implement comprehensive IT policies for organizations.
- Establish security protocols and best practices for data protection.
- Provide effective training and support to end-users.

Course Outlines:

Day 1: System Analysis & Requirements Gathering

- Introduction to System Analysis: Learn the fundamentals of system analysis and its importance in IT management.
- Analyzing Current IT Systems: Identify areas for improvement and optimization in existing systems.
- Business Objectives Alignment: Ensure that IT solutions align with business goals.
- Requirements Gathering: Master effective methods for gathering and analyzing IT requirements from stakeholders.
- IT Policy Formulation: Start developing a comprehensive IT policy for your organization.

Day 2: Technical Support, System Monitoring & IT Policy Development

- Providing Technical Support: Use advanced troubleshooting techniques to resolve system issues.
- Minimizing Downtime: Implement strategies to prevent disruptions in business operations.
- System Monitoring: Explore tools and techniques for monitoring and assessing system performance.
- Formulating IT Policies: Learn how to structure IT policies related to security, data management, and compliance.
- Implementing IT Policies: Discover how to enforce and monitor compliance within an organization.

Day 3: Implementation, Integration & Microsoft Intune

- Microsoft Intune Overview: Get introduced to Microsoft Intune for managing devices and applications.
- Configuring Microsoft Intune: Understand how to configure and deploy Microsoft Intune in your organization.
- Device Management with Intune: Manage endpoints while ensuring security across all devices.
- Integration with IT Systems: Ensure seamless integration of Microsoft Intune with your existing infrastructure.
- Supporting Hybrid Work Models: Learn to use Microsoft Intune to support remote and hybrid work environments.

Day 4: Documentation, Vendor Management & ITIL Practices

- Documentation of IT Systems: Prepare and maintain detailed system documentation for transparency and efficiency.
- Change Management Documentation: Manage system changes and updates to ensure continuity.
- ITIL Overview: Get an introduction to Information Technology Infrastructure Library ITIL practices.
- Applying ITIL to Service Management: Implement ITIL principles to enhance IT service delivery and management.
- Vendor Management: Discover best practices for managing vendor relationships and ensuring smooth operations.

Day 5: Data Security & Continuous Improvement

- Data Security: Learn to implement IT security measures and ensure compliance with data protection policies.
- ITIL Service Lifecycle: Understand the five stages of the ITIL service lifecycle and how to apply them.
- Training End-Users: Conduct effective training sessions for end-users on system functionalities, data security, and IT policy compliance.
- Continuous Improvement: Explore best practices for staying updated on industry trends and technologies.
- ITIL for Continuous Improvement: Learn how to use ITIL to ensure ongoing service improvement in your organization.

This course offers a practical approach to enhancing IT skills and knowledge, equipping participants with the tools necessary to succeed in their roles.

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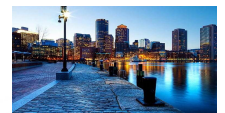
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