

IT Systems Analysis, Optimization, and Policy  
Formulation

*Dubai (UAE)*

*12 - 16 January 2025*

UK Traininig

**PARTNER**



# IT Systems Analysis, Optimization, and Policy Formulation

Code: IT28 From: 12 - 16 January 2025 City: Dubai (UAE) 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.



# Blackbird Training Cities

## Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Anney (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)  
(Netherlands)



Podgorica (Montenegro)



Batumi (Georgia)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



Manchester (UK)



Milan (Italy)



# Blackbird Training Cities

## USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

## Africa



Baku (Azerbaijan)  
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney (Australia)



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City (Kuwait)



Pulau Ujong (Singapore)



Jakarta (Indonesia)



Amman (Jordan)



Beirut (Lebanon)



## Blackbird Training Cities

### Asia



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



## Blackbird Training Clients



UK Training  
**PARTNER**



## Blackbird Training Categories

### Management & Admin

Professional Skills  
Finance, Accounting, Budgeting  
Media & Public Relations  
Project Management  
Human Resources  
Audit & Quality Assurance  
Marketing, Sales, Customer Service  
Secretary & Admin  
Supply Chain & Logistics  
Management & Leadership  
Agile and Elevation

### Technical Courses

Hospital Management  
Public Sector  
Special Workshops  
Oil & Gas Engineering  
Telecom Engineering  
IT & IT Engineering  
Health & Safety  
Law and Contract Management  
Customs & Safety  
Aviation  
C-Suite Training



**BLACKBIRD**  
FOR TRAINING



International House 185 Tower Bridge  
Road London SE1 2UF United Kingdom



+44 7401 1773 35  
+44 7480 775526



Sales@blackbird-training.com



www.blackbird-training.com

UK Training

**PARTNER**

