IT Systems Analysis, Optimization, and Policy Formulation

7 – 11 November 2027
Online



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Introduction

This 1-week comprehensive course is designed to equip IT/System Analysts with the essential skills to analyze, optimize, secure, and manage IT systems effectively. Participants will gain hands-on experience in information technology system analysis and learn how to formulate and implement robust IT policies that align with organizational needs. The course covers a wide range of critical topics, including system analysis and design, Microsoft Intune implementation, ITIL practices, and information technology security policies.

This course is a perfect fit for IT professionals seeking to deepen their understanding of information systems technology and improve their ability to contribute to business goals through effective IT policy development and system optimization.

Course Objectives

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

- Master IT system analysis: Understand the key principles of IT system analysis and design to improve and optimize business IT solutions.
- Implement Microsoft Intune: Learn how to deploy and manage Microsoft Intune for device management, supporting both on-site and hybrid work models.
- Apply ITIL principles: Integrate ITIL practices into your organization to enhance IT service management and ensure continuous improvement.
- Develop comprehensive IT policies: Gain expertise in creating information technology policies related to security, data management, and organizational compliance.
- Establish data security protocols: Develop and implement effective information technology security policies to protect organizational data.
- Provide user training: Train end-users on best practices for system use, security measures, and IT policy compliance.



Course Outlines

Day 1: System Analysis & Requirements Gathering

- Introduction to IT System Analysis: Learn the importance of IT system analysis in optimizing technology for business success.
- Business Analysis in Information Technology: Align IT solutions with business objectives to ensure strategic benefits.
- Requirements Gathering: Master techniques for gathering and analyzing IT requirements to meet business needs.
- IT Policy Formulation: Start developing a comprehensive information technology policy tailored to your organization's requirements.

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

- Providing Technical Support: Gain advanced skills in troubleshooting and resolving system issues to minimize operational downtime.
- System Monitoring: Explore effective methods and tools for monitoring the health and performance of IT systems.
- IT Policy Development: Learn how to structure IT policies for key areas such as security, data management, and compliance.
- Enforcing IT Policies: Discover how to implement and monitor information technology policies to ensure organizational compliance.

Day 3: Implementation, Integration & Microsoft Intune

- Microsoft Intune Overview: Understand the role of Microsoft Intune in managing devices and applications across an organization.
- Configuring Microsoft Intune: Learn how to configure and deploy Intune to effectively manage mobile devices, endpoints, and apps.
- Integration with IT Systems: Ensure seamless integration of Microsoft Intune with your existing information technology systems.
- Supporting Hybrid Work Models: Learn how to use Microsoft Intune to support remote and hybrid work environments securely and efficiently.



Day 4: Documentation, Vendor Management & ITIL Practices

- Documentation of IT Systems: Create and maintain detailed system documentation for greater transparency and effective IT management.
- Change Management Documentation: Implement effective change management practices to ensure continuity and security.
- ITIL Overview: Learn the fundamentals of ITIL practices and how they enhance IT service management across an organization.
- Vendor Management: Master the skills for managing vendor relationships, ensuring smooth IT system operations, and maintaining service standards.

Day 5: Data Security & Continuous Improvement

- Data Security and Protection: Learn how to implement information technology security policies that safeguard organizational data and comply with industry standards.
- ITIL Service Lifecycle: Understand the five stages of the ITIL service lifecycle and how to apply them to ensure continuous improvement.
- Training End-Users: Develop effective training programs for end-users on system functionalities, data security, and compliance with IT policies.
- Continuous Improvement: Learn how to stay updated on the latest industry trends and technologies for ongoing improvement in IT management.

Why Attend This Course: Wins & Losses!

By participating in this course, you will gain essential skills that will significantly enhance your effectiveness as an IT/System Analyst:

- Master IT System Analysis and Design: Learn the core concepts and methods of IT system analysis to optimize your organization’s IT infrastructure and support business goals.
- Enhance Your Security Protocols: Develop the ability to create and enforce IT security policies that protect your organization’s sensitive data.
- Implement Microsoft Intune: Gain hands-on experience in configuring and using Microsoft Intune to manage devices and applications, which is essential for supporting modern hybrid work models.
- Leverage ITIL Practices for Improvement: Discover how to apply ITIL principles to improve your organization’s IT service management, leading to greater efficiency and continuous service improvement.
- Develop Effective IT Policies: Learn to create and implement information technology policies that address security, data management, and compliance, ensuring the smooth operation of IT systems.

If you choose not to join, you may miss out on the opportunity to enhance your skills in IT system analysis, optimize IT operations, and stay ahead in a competitive IT landscape. This course will provide you with the knowledge and tools to elevate your role and contribute meaningfully to your organization's IT success.



Conclusion

In today’s technology-driven world, the ability to analyze, optimize, and secure IT systems is critical for any organization’s success. This course offers a comprehensive, hands-on learning experience that equips participants with the skills and knowledge needed to thrive in the dynamic field of information technology systems. From mastering IT system analysis to implementing IT security policies and leveraging Microsoft Intune for device management, you will gain the practical expertise needed to make impactful contributions to your organization’s IT management and strategy.

Don’t miss the chance to transform your IT skills and advance your career. Join this course and take your capabilities to the next level!

