

## Excellence in IT Operations

*Amman (Jordan)*

*19 - 23 January 2025*

UK Traininig

# PARTNER



## Excellence in IT Operations

Code: IT28 From: 19 - 23 January 2025 City: Amman (Jordan) Fees: 4000 Pound

### Introduction

This comprehensive training course is designed to provide IT professionals with advanced skills and deep knowledge essential for achieving operational excellence in IT services. Emphasis is placed on enhancing operational efficiency, optimizing IT systems, and implementing IT operations best practices for sustainable and effective IT service management. Through a structured approach, participants will learn how to manage and improve IT processes and systems, contributing to IT excellence within their organizations.

### Course Objectives

- Understand the fundamentals of IT operations management: Gain an in-depth understanding of what IT operations management is and why it is crucial for organizational success.
- Learn IT operations best practices: Develop best practices for managing IT infrastructure, from physical servers to cloud services, to achieve operational excellence in IT industry.
- Develop skills for system monitoring and optimization: Learn techniques for monitoring, analyzing, and improving system performance, security, and reliability to support IT performance improvement.
- Implement effective incident management strategies: Master IT incident management and problem-solving techniques for rapid response and issue resolution.
- Enhance communication and collaboration: Improve teamwork within IT departments and across business units to foster better collaboration and alignment.
- Promote a culture of continuous improvement: Understand strategies for IT process improvement and how to incorporate continuous improvement into day-to-day operations.

### Course Outlines

#### Day 1: Foundations of IT Operations

- Introduction to IT Operations Management: Understanding the definition of IT operations management and its significance.
- Key Components of IT Infrastructure: Analyzing the core elements of IT infrastructure including servers, networks, and data centers.
- ITIL Framework and Its Relevance: Exploring IT service management through the ITIL framework to understand how it contributes to operational excellence.
- Service Level Agreements SLAs and Key Performance Indicators KPIs: Setting and measuring performance expectations.
- Role of Automation in IT Operations: Leveraging automation to enhance IT operations efficiency and reduce manual workload.

#### Day 2: Infrastructure Management

- Managing Physical and Virtual Servers: Strategies for maintaining and optimizing server performance.
- Network Architecture and Optimization: Understanding the fundamentals of network management for peak performance and minimal downtime.
- Storage Solutions and Data Management: Techniques for effective data storage and management to support scalability and reliability.
- Cloud Computing: Overview of different types of cloud services and best practices for implementation.
- Disaster Recovery and Business Continuity Planning: Preparing for unforeseen disruptions to ensure business continuity.

### Day 3: Performance Monitoring and Optimization

- Tools and Techniques for System Monitoring: Identifying and using the right tools to monitor IT performance effectively.
- Performance Metrics and Analysis: Setting benchmarks and analyzing system performance to identify areas for improvement.
- Capacity Planning and Scaling Strategies: Planning for future needs to maintain service quality as demand grows.
- Incident Detection and Response: Implementing proactive measures for early incident detection and a robust response strategy.
- Performance Tuning and Optimization: Techniques to fine-tune system performance for higher efficiency.

### Day 4: Security and Compliance

- Fundamentals of IT Security and Risk Management: Understanding how to protect IT assets and data from potential threats.
- Implementing Security Policies and Procedures: Ensuring compliance with industry regulations to safeguard sensitive information.
- Compliance with Industry Standards e.g., GDPR, HIPAA: Aligning IT operations with international and industry-specific compliance standards.
- Threat Detection and Prevention: Best practices for identifying and preventing cyber threats.
- Incident Response and Management: A structured approach for responding to security incidents effectively.

### Day 5: Collaboration and Continuous Improvement

- Enhancing Communication within IT Teams: Techniques for effective communication to improve team synergy.
- IT Operations and Business Alignment: Strategies to align IT operations with business goals for mutual growth.
- Change Management and Process Improvement: Integrating change management to enhance IT process improvement.
- Training and Development for IT Staff: Continuous learning and upskilling to keep pace with evolving information and technology.
- Developing a Culture of Continuous Improvement: Encouraging continuous improvement practices to maintain IT excellence.

### Conclusion

This training course is essential for IT professionals who seek to advance their career in IT operations management and become leaders in IT service management. By mastering IT operations best practices, developing skills in IT performance improvement, and understanding IT process improvement strategies, participants will be prepared to

**PARTNER**



drive operational excellence in IT industry and contribute significantly to their organization's success. Whether you're aiming for a role as an information technology specialist, IT information technology technician, or seeking to enhance your expertise, this course will empower you to achieve and maintain excellence in IT services.



# 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)



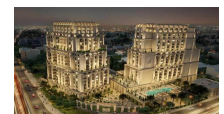
Kuwait City (Kuwait)



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



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

 +44 7401 1773 35  
+44 7480 775526

 [Sales@blackbird-training.com](mailto:Sales@blackbird-training.com)

 [www.blackbird-training.com](http://www.blackbird-training.com)

