

# Information Technology Knowledge Center

IT Tools for Business and Industry, IT Strategic Management, eEnabled Business Processes, IT Good Practices, IT Best Practices, IT Security, IT Privacy

## 6 Days Training Programs List

**Euro Training Ltd 2016-2017-2018**

3422 Old Capitol Trail #1116, Wilmington, DE 19808, USA WhatsApp 14154305181 Tel: 415 251 1367 Fax/Voice Mail: US +1 650 6492689

Program Code	Program Name (Click to Access Website Brochure with Current Dates)	Program Content Summary
BIS6506	<p><b>Preparing Your Organizational 5 Year Information Technology Plan</b></p>	<p>Euro-BITP Strategic Planning &amp; Management is a Process by which the organization defines and prepares IT Strategy &amp; Detailed Implementation Plan for its IT Usage for a future 5 to 10 year period. This program shows you how you can develop such a plan in a step-by-step manner., The objective of this Training Study Program is to help you produce Suitable Medium /Long Range Strategies and Action Plans to Implement Business Information Systems Technology Planning in your organization., Understanding Organization's IT Objectives, Understanding the Available IT Technologies, including those enhancing Social Media, Productivity &amp; Cost Reduction, Communications, Business Processes, Production Processes, Strategic, Security, Understanding the Organizational Technology Deployment, Understanding Organizational Strategic IT Needs, Understanding the available IT Technologies, SWOT Analysis, Outsourcing, IT Competency Needs, Identifying Relevant IT Strategic Projects, IT Strategic Plan Finalization, IT Human Resources Strategic Plan, IT Strategic Plan Implementation, Program Recommendations. <b>Workshop Case Studies 1; Program Recommendations</b></p>
BIS6906	<p><b>Implementing Your 5 Year Information Technology Plan</b></p>	<p>The participant will learn the multi-discipline aspects of Implementing his 5 Year IT Strategic Plan in his Business Unit., At the end of the program the participant should be able to understand how to prepare the Outline of a IT Strategic Implementation Plan and be able to Monitor and Report its Progress., Organizational IT Vision, IT Technologies, IT Software and Hardware, Future IT Technologies, Identifying Organizational IT Strategic Options, Developing Organizational IT Strategy, Identifying IT Strategic Projects for Organization, Prioritizing IT Technology Projects, Preparing the IT Plan, Preparing the IT Strategic Implementation Plan, Building Teams for Implementation, Assigning Responsibilities, Involving the Stakeholders, Communicating to the Stakeholders, Agile Planning, Contingency Plans, Motivational Systems, Stakeholder Feedback &amp; Involvement, Low Lying Fruits, Celebrating Success, Building High Performing Teams, Reviewing the IT Strategic Plan Implementation, Updating the IT Strategic Plan Implementation, Reporting IT Strategic Plan Implementation Progress, Program Recommendations. <b>Workshop Case Studies 1; Program Recommendations</b></p>
BIT5016	<p><b>Customer Focused IT Department Management</b></p>	<p>This is a step-by-step approach to Understanding for how to Design, Implement &amp; Manage a Customer Focused IT Department Management Department., Participant will learn about the Good and Best Practices that lead to Meeting &amp; Exceeding Internal &amp; External Customer Expectations., Understanding the IT Department Customer Expectations , Understanding How Customer Evaluates IT Department Performance, Aligning Customer Service with Organizational Strategy, Planning &amp; Organizing for Customer Satisfaction, IT Department Procedures &amp; Work Instructions for Customer Service, Coaching IT Department Staff for Customer Service, How to</p>

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		Motivate Staff towards Customer Service Excellence , Leveraging Existing Resources to Meet Customer Expectations, Creating Customer Service Leadership, Ideas for Exceeding IT Department Customer Expectations, Internal Assessment of Customer Satisfaction? A Reality Check, Reporting IT Department Customer Satisfaction Data, Program Recommendations, Step by Step Implementation Plan for Customer Oriented IT Department, Program Recommendations. Workshop Case Studies 1; Program Recommendations
BST6606	Practical Step-by-Step Methodology for Effective Software Testing	Under Revision. Please see <a href="http://www.eurotraining.com/plist/psumm/it-training-summ-6d.pdf">www.eurotraining.com/plist/psumm/it-training-summ-6d.pdf</a> or email: <a href="mailto:regn@eurotraining.com">regn@eurotraining.com</a>
IHP7076	HP Blade Solutions Planning Implementation n Supervision	Standardization and Simplification of your IT Systems Needs Analysis, System Design, Implementation, Testing & Commissioning., Quality Assured Implementation and Commissioning of the IT System Implementations., Implementation Issues in HP Blade Solutions, Needs Analysis, Justification of HP Blade Servers, Prequalification of Implementer Contractors, Planning & Training in Owner Organization Prior to Implementation of HP Blade Solutions, Implementation Plan HP Blade Solutions, Implementation QA Plan HP Blade Solutions, Implementation Monitoring & Reviews, Testing Stages HP Blade Solutions, Commissioning Testing, Operational Testing & Support, Operation Support HP Blade Solutions, Maintenance Support, Performance Evaluation HP Blade Solutions, Program Recommendations. Workshop Case Studies 1; Program Recommendations
INM6606	IT Infrastructure Management	This program provides the participant the range of practical skills to analyze and understand organizational IT Infrastructure Management needs and devise strategies for fulfillment of the strategic plans. Managing your IT Infrastructure is a Key Business Success Need. It impacts productivity, it impacts customer satisfaction and it impacts many of our strategic objectives. This program covers the understanding and management actions required to bring your IT Infrastructure Practices in line with Good Management Practices, Best Practices and Strategic Priorities., This program can be used as a Pre-Leadership Training for IT Professionals and Managers. So that they can understand their Manager roles and also get some ideas on the requirements to show leadership in your organization and department., The IT Infrastructure Management Issues, The Opportunities - Strategic Contribution of IT, Industry Standards, Good Management Practices, Strategic Focus, Customer Focus, Best Practices, IT Requirements Analysis Process, Service Management Processes, IT Security Process, Intellectual Property Management Processes, Customer Experience Management

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		Processes, Feedback Processes, Continual Improvement Process, IT Procurement & Service Outsourcing Process, Program Recommendations for Your Department, Program Recommendations. Workshop Case Studies 1; Program Recommendations
INM6706	IT Infrastructure Management Contracts	Under Revision. Please see <a href="http://www.eurotraining.com/plist/psumm/it-training-summ-6d.pdf">www.eurotraining.com/plist/psumm/it-training-summ-6d.pdf</a> or email: <a href="mailto:regn@eurotraining.com">regn@eurotraining.com</a>
IPM5406	IT Project Planning and Management	Under Revision. Please see <a href="http://www.eurotraining.com/plist/psumm/it-training-summ-6d.pdf">www.eurotraining.com/plist/psumm/it-training-summ-6d.pdf</a> or email: <a href="mailto:regn@eurotraining.com">regn@eurotraining.com</a>
ISC7016	Designing, Implementing and Managing An Information Technology Department Balanced Scorecard	This is a step-by-step approach to Understanding, Designing, Implementing & Managing an IT Department Balanced Score Card., Participant will also learn how to incorporate Strategy, Motivation, Team Work, Customer Focus, Good & Best Practices and Leadership into IT through the Balanced Scorecard Implementation., Balanced Performance? Operational & Strategic Contribution, What is the Balanced Scorecard., Why do we need it?, Understanding the IT Processes , Understanding the Strategic Aspects of IT Activities, Understanding Organizational & Customer Needs from the IT Department, Step-by-Step Developing the Balanced Scorecard, Obtaining Executive Input and Buy, Preparing the Process KPIs & Performance Targets, Methods for Measuring Performance Against Balance Scorecard, Strategic Projects Identification for Moving towards Performance Targets, Measuring the Strategic Project Performance , Planning, Organizing & Delegating for BSC Implementation, Communication & Coaching to Make BSC a Success, Resolving Measurement Disputes, Removing Coincidence, Chance or Market Trend from the Performance Measurement, Reporting and Publicizing Results, Program Recommendations. Workshop Case Studies 1; Program Recommendations
ITC6436	Cloud/Software-as-a-Service Cost Reduction and Service Efficiency Opportunities for Your Organization	Under Revision. Please see <a href="http://www.eurotraining.com/plist/psumm/it-training-summ-6d.pdf">www.eurotraining.com/plist/psumm/it-training-summ-6d.pdf</a> or email: <a href="mailto:regn@eurotraining.com">regn@eurotraining.com</a>

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ITI9106	<b>Standardizing IT Implementation in Enterprise</b>	This program provides the participant the range of practical skills to Implement a Standardized Approach to IT System Implementation based on TOGAF and other Models. The program provides the knowhow to implement Standardization in a Single Phase or the Whole Implementation Cycle., Benefit for your organization will include a Consistent and Mature IT System Implementation for Your Organization, Department or System. Maturity means a System that Meets Not only Your Organization's Present Needs but also Strategic Long Term Needs. Maturity also Means More Management Control based on Facts Over the Whole Development Process. Maturity also Means All the Processes that will Ensure You Get the System Right., IT System Implementation Project Cycle (From Idea/Vision to Reality/Operation), Standardizing the System Project Context Phase, Standardizing the Business Needs Analysis Phase, Standardizing the Information System Architecture Phase, Standardizing the Technology Selection Analysis Phase, Standardizing the Business Opportunity Analysis Phase, Standardizing the Migration Planning Phase, Standardizing the System Project Management Phase, Standardizing Change Management Phase, Program Recommendations. <b>Workshop Case Studies 1; Program Recommendations</b>
ITW8006	<b>IT Workstation Service Strategies</b>	The program will provide you the Knowledge and Methodologies to Develop and Implement a Highly Effective IT Workstation Management System in your Organization., Participant will learn about the Good Practices, Best Practices, Customer Focus, Smart Implementation, Risk Mitigation and Setting Up a Performance Monitoring System, The Issues & Problems, Industry Standards, Customer Focus, Strategic Focus, New Technologies for Monitoring, Remote Diagnostic & Servicing, Risk Identification & Mitigation, Prioritization f Works, Motivating the Users, Motivating IT Staff, Monitoring Staff Performance, Developing Customer Service Level Agreements, Making Periodic & Continual Improvements, Program Recommendations. <b>Workshop Case Studies 1; Program Recommendations</b>
MAA4046	<b>Implementing IT Security and Fraud Prevention in Your Organization</b>	This Program provides the necessary step by step approach and methodology for systematically evaluating an information system's security., It includes: Information as a source of competitive advantage; Information Needs for Decision Making; Limiting Information Access; Systematic evaluation of information system security., In this program you will learn about the Computer Security Fraud Prevention?, Practical Issues - The Security Situation, Security Strategic Issues, Industry Methodologies, Standards & Best Practices , Business Mapping of Operations to Identify Security Risks - Flow Charts , How Secure are Your Computer Security Fraud Prevention Practices? , How safe is your computer system from Viruses, hacking and fraud, Analyzing: Do you have a problem? How serious is it? What should you do? How to evaluate the risk? How to implement controls? Methodology for: How to identify information assets and controls? How to quantify risks,

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		likely damage causes for concern? To Understand the responses to any threat know which to use; Check your IT infrastructure - Identify weak links; Review the success of key staff members in implementing controls, Clarify your vulnerability to outsiders and staff - including providing them an Action Plan to Preserve Data Security on their Systems and Work Methods, Planning the Security System, Information Technology Security Standards Adoption, Implementing Computer Security Improvements , Case Studies, Program Recommendations. <b>Workshop Case Studies 1; Program Recommendations</b>
PE3076	English for IT Service Professionals	This program is oriented towards the procurement professional whose first language is not English and who needs to communicate in English with other professionals. Participants will use many propitiatory tools and techniques to understand the language., Enabling you to understand the professional message accurately Helping you express your intellectual property related ideas clearly and professionally Providing you professional confidence Helping faster learning through multiple tools and memory aids, Understanding your work processes (what IT services professionals are expected to do), IT services terms, Knowing the IT services vocabulary, IT services business situations, Practicing business situations, Professional phrases to communicate your message, Practicing clear handwriting methods, IT services business situations, Writing short informative phrases, Writing emails and memos, Writing professional letters, Writing and editing IT services reports, Program Recommendations. <b>Workshop Case Studies 1; Program Recommendations</b>
POW3736	Information Technology For Power Plant Professionals	You will learn about the Best Worldwide Practices in Information Technology for Power Plant Professionals, This program shows you all the IT tools and methods others have successfully used and which you can consider applying. This program will help you prepare an IT strategy for your organization?, Internet Business Applications, Cost Reduction Opportunities using IT, Developing an IT Strategy, Design, Setting Up and Management of IT, Service Delivery; Sales Marketing; Order Taking Accepting Payment using IT, Enterprise Communications, Enterprise Information Sharing, Program Recommendations. <b>Workshop Case Studies 1; Program Recommendations</b>
QKM8206	IT Services-Knowledge Management System	Simplest definition of knowledge is - reusable work products. Knowledge includes the experience of leading organizations worldwide, your organization, the contracts and legal department and the employees., Knowledge management is a systematic approach to identifying, collecting, communicating, using and updating the reusable work products that apply to your IT services business units. To ease implementation this program shows you the step-by-step methodology to collect your organizations knowledge and make it available for decision making, Understanding what IT services

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		<p>knowledge is, What difference knowledge will make to your IT services business units performance, Identifying IT services knowledge for your organization, Collecting IT services knowledge, Communicating IT services knowledge throughout your organization., Making knowledge available in an easily reusable form, Monitoring the IT services knowledgebase, Continuous system for updating your IT services knowledgebase, Knowledge management team system, Using IT technology for knowledge management system, Legal and Contractual issues in knowledge management system, Intellectual property issues in knowledge management system, Security and confidentiality aspects of a knowledge management system, Human and motivational aspects of knowledge management success, Workshop: Prepare Implantation Plan for Your IT Services Knowledge Management System, Setting up Early warning system to Provide Decision Support Data, Workshop Case Studies 1, Workshop Case Studies 2, Program Recommendations, An Individualized Action Plan for each Participant, Program Recommendations. Workshop Case Studies 1; Program Recommendations</p>
RMI6816	<p><b>Risk Management on IT Projects</b></p>	<p>This program provides you the Understanding, Analysis and Skills to recognize the Risks you face on IT Projects. The program applies to your In-house Projects and Outsourced Projects., The program shows you the Contingency planning you can do to Mitigate the Impact when these Risks actually occur., Understanding the IT Project Business Environment: Organizational Objectives; Customers; Business Compulsions; Laws &amp; Regulations; Outsourcing, Usual IT Project Risks: Internal to Organization; External Risks; Specific Stages of IT Project, Identifying, Analyzing, Tracking and Preventing Recurrence, Setting up Early warning systems for Identified Risk, Setting up Early warning system to Provide Decision Support Data, Workshop Case Studies 1, Workshop Case Studies 2, Program Recommendations, An Individualized Action Plan for each Participant, Program Recommendations. Workshop Case Studies 1; Program Recommendations. Workshop Case Studies 1; Program Recommendations</p>
SMC7026	<p><b>Mission Critical Software Systems Design n Implementation</b></p>	<p>Program Covers the Analysis and Methodology used to Design and Implement Mission Critical Software. New Software Designs are inherently more Risky, this program shows you the Best you Can Do to Design &amp; Implement Fail Proof Software Design, How to Reduce the risks to your Software Project and Organization., The program Introduces you the Software Industry Best Practices and Standards from Leading Organizations for whom Fail Safe is a Key Part of their Products and Projects., Risks on New Software Products and Projects, Multi-Discipline Understanding the Software System or Project, Software Design Processes (Software Life Cycle), Software Knowledge Management System Setup, Software Design Process Documentation, Software Implementation Processes, Software Implementation Process Documentation, Software Requirements Planning,</p>

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		Software Requirements Analysis, Identifying Critical & Priority Software Requirements, Software Requirements Periodic Review & Verification, Software Requirements Change Management, Software Design Periodic Reviews, Software Design Risk Management, Software Design Verification, Software Design Validation, Software Implementation Plan, Implementing Software Risk Management Plan, Software Contingency Plans ? Identification & Implementation, Software Pilot Projects, Software Transition Planning, Software Commissioning, Software Post Commissioning Planning, Lessons Learnt , Program Recommendations. Workshop Case Studies 1; Program Recommendations
SMC7056	Mission Critical Medical System Software Design n Implementation	Program Covers the Analysis and Methodology used to Design and Implement Mission Critical Medical Equipment Software. New Software Designs are inherently more Risky, this program shows you the Best you Can Do to Design & Implement Fail Proof Medical Systems Software Design, How to Reduce the risks to your Software Project and Organization., The program Introduces you the Medical Systems Software Industry Best Practices and Standards from Leading Organizations for whom Fail Safe is a Key Part of their Products and Projects., Risks on New Medical Systems Software Products and Projects, Multi-Discipline Understanding the Medical System Software or Project, Medical Software Design Processes (Software Life Cycle), National Requirements & Regulations for Medical Systems, Foreign Requirements & Regulations for Medical Systems, Medical Equipment & Software Certification Requirements, Medical Software Knowledge Management System Setup, Medical Software Design Process Documentation, Medical Software Design Controls, Medical Software Implementation Processes, Software Implementation Process Documentation, Medical Software Requirements Planning, Medical Software Requirements Analysis, Identifying Critical & Priority Software Requirements, Software Requirements Periodic Review & Verification, Software Requirements Change Management, Software Design Periodic Reviews, Software Design Risk Management, Software Design Verification, Software Design Validation, Software Implementation Plan, Implementing Software Risk Management Plan, Software Contingency Plans ? Identification & Implementation, Software Pilot Projects, Software Transition Planning, Software Commissioning, Software Post Commissioning Planning, Lessons Learnt , Program Recommendations. Workshop Case Studies 1; Program Recommendations
SPM6806	Proactive Software Project Management	This program provides you the Skills to Effectively Manage Software Projects. The program applies to your In-house Projects and Outsourced Projects. , The program shows you the Contingency planning you must do to ensure Projects are completed on time. At the end of the program the participant will prepare an action plan to implement the best practices discussed during the program., Understanding the Software Project Business

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		<p>Environment: Organizational Objectives; Customers; Business Compulsions; Laws &amp; Regulations; Outsourcing, Usual Software Project Risks: Internal to Organization; External Risks; Specific Stages of IT Project, Alternate Project Management Strategies, The Process Approach, The Quality Assurance Approach, Scoping, Planning, Scheduling, Controlling Software Projects, Software Project Reporting, Setting up Early warning systems to Effectively Control Projects, Workshop Case Studies, Program Recommendations, An Individualized Action Plan for each Participant., Setting up Early warning system to Provide Decision Support Data, Workshop Case Studies 1, Workshop Case Studies 2, Program Recommendations, An Individualized Action Plan for each Participant, Program Recommendations. Workshop Case Studies 1; Program Recommendations</p>
TEL4476	IT Contracts Drafting and Management	<p>In this program you will learn about... Fundamental Understanding of the Professional Issues. The Related Technology and Technical Issues; The Management Issues; The Work Processes; Professional Standards; Related Quality Assurance Methodology, Aligning your Departmental, Process and Personal Objectives with Organizational Mission, Vision, Strategic Objectives, Quality Policies and Requirements. Specific Areas where you, your section, your department or your organization can take a Leadership Role., You will Learn About Draft effective contracts avoiding: , Unnecessary disputes, Unenforceable conditions, , Inflated bids, Productivity loss , Claim administration , Dispute Settlement costs. , Program shows you how to draft contracts to enable long term relationship building and minimal termination pain to the parties, Risk reduction by planned risk transfer and Business Continuity Risk reduction are two most important purpose of this program. To achieve this program shows how to optimize and integrate Law, Methods, Engineering Practice, , Customer Satisfaction, Intellectual Property Protection and Technology into your contracts. , Setting up Early warning system to Provide Decision Support Data, Workshop Case Studies 1, Workshop Case Studies 2, Program Recommendations, An Individualized Action Plan for each Participant, Program Recommendations. Workshop Case Studies 1; Program Recommendations</p>
WEB8736	Setting Up Your Web Site	<p>You will learn about the Best Worldwide Practices in Setting Up Your Web Site: Methodology; Planning; Technology Issues; Implementation Management, This program provides a unique multidiscipline (Technical-Legal-Management-Audit-Finance) analytical approach enabling you to take effective decisions, All Relevant Methodologies., Business Issues in Setting Up Your Internet Presence., Setting up Early warning system to Provide Decision Support Data, Workshop Case Studies 1, Workshop Case Studies 2, Program Recommendations, An Individualized Action Plan for each Participant, Program Recommendations. Workshop Case Studies 1; Program Recommendations</p>

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WEB8756	<p><b>Operation, Marketing and Management of Your Web Site</b></p>	<p>You will learn about the Best Worldwide Practices in Operation, Marketing &amp; Management of Your Web Site: Methodology; Planning; Tools and Technology Issues; Implementation Management, This program provides a unique multidiscipline (Technical-Legal-Management-Audit-Finance) analytical approach enabling you to take effective decisions, All essential managerial technologies., Business Issues in Setting Up Your Internet Presence., This program helps you identifying what are the industry best practices, and understanding how we will implement similar practices in our organization., Setting up Early warning system to Provide Decision Support Data, Workshop Case Studies 1, Workshop Case Studies 2, Program Recommendations, An Individualized Action Plan for each Participant, Program Recommendations. Workshop Case Studies 1; Program Recommendations</p>
WEB8766	<p><b>Certified Webmaster and Diploma in Internet Business Technical Technologies</b></p>	<p>You will learn about the Best Worldwide Practices in .....: Methodology; Planning; Technology Issue; Implementation Management, This program provides a unique multidiscipline (Technical-Legal-Management-Audit-Finance) analytical approach enabling you to take effective decisions, All essential topics for Webmasters and Web Managers., This Diploma Program is for you if you are a Webmaster or wish to choose the Internet as your IT Specialization, Career or Business Field., Internet is the Biggest On-going Economic Revolution today. , Barriers of Distance and National Borders are being broken and the Internet is enabling every region of the world to become integrated into the World Economy., Organizations are realizing the tremendous opportunities offered by the Internet - to Reach Out to the World Market quite inexpensively, to Diversify at little additional cost, to Improve Service Quality and Customer Satisfaction, to Reduce Cost of Doing Business and Increase Profits., This realization is turning into a scrambling to get on to the internet leading to the "Internet Professional" becoming a much sought after person., The Down-side is Internet Technologies are Changing Fast - By the day - to keep up-to-date requires a substantial investment in time and research - this is what Euro Training Ltd is doing for you - bringing you the Latest and the Best Technologies., We even find it difficult to guarantee our Program Topics for the Various Modules - our policy is change them as soon as Technology Changes - Whenever you Join you get the latest technology., Setting up Early warning system to Provide Decision Support Data, Workshop Case Studies 1, Workshop Case Studies 2, Program Recommendations, An Individualized Action Plan for each Participant, Program Recommendations. Workshop Case Studies 1; Program Recommendations</p>
WEB8826	<p><b>Managing E-Commerce Web Technology</b></p>	<p>You will learn about the Best Worldwide Practices in Managing E-Commerce Web Technologies: Methodology; Planning; Tools and Technology Issues; Management of Projects, This program provides a unique multidiscipline (Technical-Legal-Management-Audit-Finance) analytical</p>

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	Application	approach enabling you to take effective decisions, HTML, DHTML, JavaScript, Front Page, InterDev, VRML, Flash, Director, ASP, COM, DCOM, COM+, Servlet, JDBC, JTA, JMS, JSP, EJB, E-Commerce Fundamentals, Site Hosting Management, Web Site Administration, Web Security Administration, Web Marketing, SQL, Oracle 8i, DBA, Setting up Early warning system to Provide Decision Support Data, Workshop Case Studies 1, Workshop Case Studies 2, Program Recommendations, An Individualized Action Plan for each Participant, Program Recommendations. Workshop Case Studies 1; Program Recommendations
XMC7006	Mission Critical Systems Design and Implementation	Program Covers the Analysis and Methodology used to Design and Implement Mission Critical Components and Projects. New Designs are inherently more Risky, this program shows you the Best you Can Do to Design & Implement Fail Proof Design, How to Reduce the risks to your Project and Organization., The program Introduces you the Industry Best Practices and Standards from Leading Organizations for whom Fail Safe Feature is a Key Part of their Products and Projects., Risks on New Products and Projects, Multi-Discipline Understanding the System or Project, Design Processes, Knowledge Management System Setup, Design Process Documentation, Implementation Processes, Implementation Process Documentation, Requirements Analysis, Identifying Critical & Priority Requirements, Requirements Change Management, Design Reviews, Design Risk Management, Design Verification, Design Validation, Implementation Planning, Implementation Risk Management, Contingency Plans ? Identification & Implementation, Pilot Projects, Prototype Model/s, Transition Planning, Commissioning, Post Commissioning Planning, Lessons Learnt , Program Recommendations. Workshop Case Studies 1; Program Recommendations
XRM9736	IT Services- Risk Management	This program provides the participant a range of practical skills to analyze and understand IT services risk management needs. It also helps devise strategies for the fulfillment of knowledge and skill requirements of the participants department/organization., Participant will take away a detailed understanding of the step-by-step methodology for preparing a corporate/departmental strategic IT services risk management plan., Understanding IT services risk management, IT services risk management vocabulary, Understanding the IT services business environment and context, Comprehensive identification of known, emerging and hidden IT services risks, Determining IT services risk appetite, Analyzing the IT services risks, Evaluating the IT services risks, Preparing IT services risk treatment recommendations, Approved IT services risk treatment plans, Analyzing the residual risks after treatment plan, Preparing an IT services risk control plan, Controlling the IT services risks, Management reporting of IT services risk status, Coordinating with & consulting stakeholders, Getting management commitment for IT services risk management, Setting up and using an IT

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		services risk management team, Setting up a good management system framework of IT services risk management, Setting up a IT services risk management knowledgebase , Personalized IT services risk management assignment/workshop, Setting up Early warning system to Provide Decision Support Data, Workshop Case Studies 1, Workshop Case Studies 2, Program Recommendations, An Individualized Action Plan for each Participant, Program Recommendations. Workshop Case Studies 1; Program Recommendations