

HP Education Services Course Description

IT Governance (UC411s)



This 1-day course provides an introduction to IT Governance, and examines the need, value and benefits of governance to any IT organization. The course reviews IT governance drivers in the marketplace outlining the history and background of each. It includes a comparison of the available methodologies and their content and offers guidance on how and when each might be best used. Attendees should have a basic understanding of ITIL (IT Infrastructure Library), but regardless, ITIL will be briefly described and used as a baseline against which other methodologies are compared and contrasted.

Audience

- All IT management staff involved in planning for or operating IT Governance processes
- Internal or external consulting staff, helping an organization plan for or implement IT Governance measures
- Internal audit staff that will be responsible for examining or reviewing IT Governance processes
- Business Managers who wish to learn more about IT Governance issues

Prerequisites

Some knowledge of ITIL and IT Service Management or IT audit experience would be beneficial, but is not essential as this is an introductory level course.

Course Objective

- Understand the importance and benefits of sound IT Governance
- Gain awareness of IT Governance methodologies available in the marketplace
- Understand the strengths and weaknesses of these methodologies and how each can fit in to an overall Governance framework

Benefits to You

- Learn about IT Governance and its importance and benefits
- Be better prepared for your role in defining, planning and implementing sound IT Governance in your organization
- Understand the strengths and weaknesses of the leading IT Governance methodologies

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Course Title: IT Governance

HP Product Number: UC411s

Category/Subcategory: ITSM/ITIL

Course Length: 1 day

Level: Beginner

Delivery Language: English

To Order: You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

Next Steps: Attendees who have not already attended IT Service Management training may be interested to attend the ITIL Foundations for ITSM course (H1846s) and then go on to Practitioner and Manager's level training in IT Service Management.

Detailed Course Outline

This course will give students a broad understanding of IT Governance processes and the methodologies currently available in the marketplace. It will look at the background and history and strengths and weaknesses of these methodologies. Areas covered will include:

- The IT Infrastructure Library (ITIL)
- Cobit (and COSO)
- CMM/CMMI
- Six Sigma
- eTOM
- Sarbanes-Oxley (SOX)
- Basel II
- Standards: BS15000, BS7799, ISO9000, ISO20000

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