

# Introduction to IT Management

Course code: ITMAN

Handle with ease your new role of an IT manager, without having to reinvent the wheel.

## Who is the course for

The course is designed for new IT managers, potential IT managers or IT Team Leaders.

## What we teach you

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## Required skills

It's a big change when a technician becomes a manager. The course provides an introduction to the role of a manager and his duties. Shows what a manager generally does and what areas to cover, in case of an IT department manager. The participants will gain insight into how to make decisions, delegate, motivate and communicate. What recommendations and standards can be used in managing IT. How to ensure that it is useful and does not generate unnecessary work.

## Course outline

Introduction

What is management

IT tasks

IT Governance (COBIT)

IT Service Management (ITIL, ISO 20000)

Architecture (TOGAF)

IT security (ISO 27000)

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