

# The IT Projects in Public Administration course

Course code: ITPROVS

The IT Projects in Public Administration course offers a comprehensive overview of how IT projects are planned, managed and implemented within governmental institutions and local authorities. The course aims to equip participants with the skills to effectively manage these projects, implement new technologies and enhance operational efficiency in the public sector.

## Who is the course for

This course is designed for IT professionals, project managers and public sector representatives involved in the preparation and execution of IT projects. Upon completion, participants will be prepared for certifications in IT Service Management, opening doors to better career opportunities and professional growth in the IT domain.

## What we teach you

Participants will learn how to identify and address the unique IT needs of public administration. They will gain insight into the legal and regulatory frameworks that impact IT projects and acquire skills for effective collaboration and communication with various stakeholders. The course covers key aspects such as selecting and implementing technologies, project management steps, risk assessment and quality control. A strong emphasis is placed on the specifics of public procurement, transparency and efficiency in managing IT projects. Attendees will also explore real-world examples of successful IT project implementations at both local and national levels.

## Course outline

1. Enterprise Architecture (TOGAF, ARCHIMATE): Understanding frameworks for designing and implementing enterprise systems.
2. ITIL V4 Framework: In-depth exploration of key ITSM concepts and processes such as Incident Management, Problem Management, and Change Management.
3. DevOps Framework: Leveraging DevOps for efficient IT process management and security.
4. Service Level Management: Managing service levels, SLA (Service Level Agreement), and SLR (Service Level Requirements).
5. Governance and Compliance: Principles of governance and compliance within ITSM.
6. Cybersecurity: Ensuring robust IT security measures.
7. Grant Management: Strategies for managing public funding effectively.
8. Public Procurement: Navigating the complexities of public procurement processes.
9. Technologies and Tools: An overview of tools and technologies supporting IT Service Management.

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