# Digital Office Administration and Organization Training Course

27 September – 1 October 2027
Porto

AGILE LEADERS
Training Center

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# Digital Office Administration and Organization Training Course

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## Overview

Digital Office Administration and Organization Training Course is a one-week course for office administrators, executive support teams, secretarial staff and administrative coordinators, who leave with a Digital Office Administration Toolkit. The course connects document control, correspondence, scheduling, meetings, shared tasks and information security through repeatable workflows. Participants map daily office work into registers, templates, controls and improvement actions. Agile Leaders Training Center develops practical digital office administration capability.

## Who Should Attend

- Teams responsible for correspondence, document preparation and office records
- Teams responsible for calendars, appointments and meeting coordination
- Teams responsible for shared files, task tracking and team communications
- Teams responsible for executive support and administrative follow-up
- Teams responsible for office information controls and procedure maintenance

The course assumes participants support routine office activities and leaves out software administration, technical configuration and certification preparation.

## Departments and Industries

The course supports departments and industries that rely on controlled documents, coordinated schedules and traceable administrative work.

- Administration, executive offices and corporate services
- Human resources, finance and procurement support
- Healthcare, education and professional services
- Manufacturing, energy and logistics operations
- Retail, hospitality and customer service offices

## Learning Objectives

By the end of this course, participants will be able to:

- Build a digital office process and responsibility map
- Apply document naming, version and records controls
- Use correspondence, calendar and meeting coordination tools
- Analyze shared task status, priorities and handoffs
- Evaluate information security and access requirements
- Prioritize administrative workflow improvement actions

## Course Agenda

## Day 1: Digital Office Operating Model

- Administrative Process and Responsibility Map
- Digital Office Service Catalogue
- Work Intake and Priority Matrix
- Stakeholder Contact and Communication Register
- Administrative Procedure Control Checklist

## Day 2: Documents Records and Correspondence

- Document Naming and Folder Structure Standard
- Version Control and Approval Log
- ISO 15489-1 Records Lifecycle Map
- Electronic File Plan and Retention Register
- Incoming and Outgoing Correspondence Tracker

## Day 3: Calendars Meetings and Communication

- Shared Calendar and Appointment Protocol
- Meeting Request and Agenda Template
- Participant Briefing and Document Pack Checklist
- Minutes Decision and Action Log
- Shared Inbox Triage and Response Matrix

## Day 4: Tasks Collaboration and Information Controls

- Shared Task Board and Ownership Rules
- Deadline Dependency and Escalation Register
- Collaborative File Access Matrix
- Office Information Security Checklist
- Administrative Workflow Performance Dashboard

## Day 5: Digital Office Administration Practice

- Exercise: Diagnose Document and Correspondence Gaps
- Exercise: Coordinate a Calendar and Meeting Cycle
- Exercise: Validate Task Ownership and Escalation
- Exercise: Test File Access and Information Controls
- Capstone: Digital Office Administration Toolkit

## Practical Exercises

Suggested activities use office scenarios, document sets, shared calendars, correspondence and task records.

- Suggested activity: organize a document set with naming, version, approval and retention controls
- Suggested activity: coordinate a meeting from request through agenda, briefing pack, minutes and action tracking
- Suggested activity: build a shared task board with ownership, deadlines, dependencies and escalation paths
- Suggested activity: combine registers, checklists and templates into a controlled office toolkit

## FAQs

### Who should take digital office administration training, and what does it assume?

Digital office administration training suits teams that already support correspondence, records, schedules, meetings, shared tasks or executive activities in day-to-day work.

### How does digital office administration training differ from general office software training?

Digital office administration training focuses on controlled workflows, responsibilities, records, coordination and follow-up; general software training focuses mainly on the functions of individual applications.

### What belongs in a digital office organization system?

A digital office organization system includes process ownership, document structures, records controls, correspondence tracking, shared calendars, meeting logs, task boards, access rules and performance measures.

### Why is electronic records management important in office administration?

Electronic records management keeps business evidence identifiable, controlled, retrievable and managed through agreed capture, metadata, retention and disposition practices.

## How can teams improve administrative workflows?

Teams can improve administrative workflows by mapping intake and handoffs, assigning ownership, standardizing templates, tracking deadlines, controlling access and reviewing recurring delays and exceptions.

## Conclusion

Participants take back a Digital Office Administration Toolkit containing process maps, registers, templates, checklists and control records. The toolkit makes administrative ownership and follow-up visible. It helps teams organize documents, coordinate communication and meetings, manage shared tasks and improve routine office workflows.