



Advanced Office Administration Operating Systems Course

19 – 23 July 2027
Addis Ababa

Advanced Office Administration Operating Systems Course

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Overview

Advanced Office Administration Operating Systems Course is a one-week advanced course for administrative support teams who leave with an Office Administration Operating System. Participants design advanced office administration systems that connect administrative service standards, office operating rhythms, request triage, meeting governance, records controls, digital workflow reliability, and administrative performance measures. The course converts fragmented routines and unclear handoffs into visible controls, escalation routes, continuity arrangements, and improvement cycles. Agile Leaders Training Center presents office administration through practical operating artifacts.

Who Should Attend

- Teams responsible for office routines, administrative services, and workflow reliability
- Functions providing executive support, calendar coordination, and decision follow-up
- Personnel controlling correspondence, records, documents, and information routing
- Groups coordinating meetings, stakeholders, service requests, and shared deadlines
- Administrative leads monitoring service standards, continuity, issues, and improvement

The course assumes participants already coordinate routine administrative work and use office applications, and it leaves out legal advice, formal records certification, software certification, and organization-specific policy approval.

Departments and Industries

The course supports departments and industries that depend on reliable administrative service, executive coordination, information flow, and office continuity.

- Executive offices, administration, secretarial services, and shared services
- Professional services, finance, insurance, and corporate headquarters
- Healthcare administration, education services, and public-service offices
- Industrial, engineering, construction, and logistics support functions
- Records, facilities, procurement, customer support, and project offices

Learning Objectives

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



- Analyze administrative demand, service ownership, handoffs, and operating risks
- Build office rhythms, request controls, priorities, and escalation routes
- Apply meeting, decision, action, correspondence, and calendar governance
- Use ISO 15489-1:2016 principles in records-control artifacts
- Evaluate digital workflows, continuity arrangements, and service performance
- Design an Office Administration Operating System with improvement controls

Course Agenda

Day 1: Administrative Service Architecture

- Administrative Service Catalogue and Ownership Map
- Office Demand, Stakeholder, and Request Profile
- Service Standard and Response-Expectation Matrix
- Responsibility, Authority, and Escalation Boundary Chart
- Office Operating Rhythm and Control Calendar

Day 2: Workload and Executive Support Controls

- Request Intake, Classification, and Triage Board
- Priority, Deadline, Dependency, and Capacity Matrix
- Executive Calendar Decision and Conflict Protocol
- Briefing Pack Quality and Readiness Checklist
- Handoff, Backup, and Administrative Continuity Plan

Day 3: Meetings, Decisions, and Information Flow

- Meeting Purpose, Agenda, and Participant Design Canvas
- Pre-Read, Evidence, and Decision-Requirement Register
- Minutes, Decision, Action, and Ownership Log
- Correspondence Routing and Approval Workflow
- Stakeholder Update and Information-Release Schedule

Day 4: Records, Digital Workflow, and Performance

- ISO 15489-1:2016 Records Creation and Capture Control Map
- Document Metadata, Version, Access, and Retention Register
- Digital Workflow Failure-Mode and Control Review
- Administrative Service Indicator and Exception Dashboard
- Root-Cause, Corrective-Action, and Improvement Cycle



Day 5: Office Operating System Practice

- Exercise: Map Administrative Services and Ownership
- Exercise: Triage Workload and Resolve Calendar Conflicts
- Exercise: Govern Meeting Decisions and Action Follow-Up
- Exercise: Test Records, Workflow, and Continuity Controls
- Capstone Exercise: Office Administration Operating System

Practical Exercises

The course uses suggested activities to connect administrative demand, operating controls, information flow, and measurable service improvement.

- Suggested activity: turn mixed requests from executive, healthcare, and project offices into a service catalogue, ownership map, standards, and escalation boundaries.
- Suggested activity: prioritize conflicting calendars, deadlines, dependencies, and briefing requirements through a triage board and capacity matrix.
- Suggested activity: convert meeting evidence into decisions, actions, ownership, correspondence routing, records controls, and stakeholder updates.
- Suggested activity: test workflow failures and continuity gaps, then integrate indicators, corrective actions, and review cycles into an Office Administration Operating System.

FAQs

Who suits the advanced office administration operating systems course and what does it assume?

It suits administrative, executive-support, coordination, records, and shared-service teams and assumes participants already manage routine office work and use office applications.

How do office administration operating systems differ from general office management training?

Office administration operating systems define repeatable service controls, ownership, handoffs, escalation, records, continuity, and performance measures, while general office management training usually spans broader supervisory and interpersonal responsibilities.

What is an Office Administration Operating System?

An Office Administration Operating System is a coordinated set of service definitions, routines, request controls, meeting and information rules, records controls, escalation routes, continuity arrangements, indicators, and improvement cycles.



How are administrative service standards measured?

Administrative service standards are measured with agreed response expectations, completion criteria, exception categories, backlog and timeliness indicators, rework signals, stakeholder feedback, and documented review actions.

How does records control support reliable office administration?

Records control supports reliable administration by defining creation, capture, metadata, access, version, retention, responsibility, and retrieval arrangements so information remains traceable and usable.

Conclusion

Participants take back an Office Administration Operating System that connects services, responsibilities, rhythms, workflows, meetings, records, continuity, and measures. The system makes administrative handoffs and exceptions visible while clarifying decisions and escalation. It enables teams to stabilize daily support, monitor service performance, and improve recurring office processes through evidence.