# IT Documentation Governance and Lifecycle Management Training Course

18 – 22 October 2027
Abu Dhabi

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## Overview

IT Documentation Governance and Lifecycle Management Training Course is a one-week course for IT managers, systems administrators, service management leads, governance specialists, and documentation owners, who leave with an IT Documentation Governance and Lifecycle Control Pack. The course addresses inconsistent ownership, obsolete content, fragmented repositories, weak configuration record traceability, and unclear review evidence through IT documentation governance, documentation lifecycle controls, controlled documentation repositories, and documentation review metrics. Agile Leaders Training Center presents the course on governing information systems documentation.

## Who Should Attend

- Teams responsible for governing information systems policies, standards, and operating documentation
- Functions responsible for maintaining service knowledge, procedures, runbooks, and support records
- Teams responsible for architecture, configuration baselines, change evidence, and system traceability
- Functions responsible for access control, assurance reviews, and documentation quality
- Leaders responsible for repository ownership, lifecycle decisions, and performance reporting

The course assumes participants already create, approve, use, or review IT documents at work and leaves out basic technical writing and general records administration.

## Departments and Industries

The course supports documentation responsibilities across technology, operations, assurance, and service functions.

- Information technology and digital service departments
- Architecture, engineering, and platform operations teams
- Risk, internal control, and quality assurance functions
- Banking and insurance technology operations
- Healthcare information systems and clinical technology support
- Energy and industrial systems support functions

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## Learning Objectives

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

- Apply governance principles to documentation ownership and decision rights
- Build lifecycle rules for creation, review, change, retention, and withdrawal
- Use repository controls for access, versions, metadata, and retrieval
- Analyze links among documents, services, systems, and configuration items
- Evaluate documentation quality through evidence and performance measures
- Prioritize remediation with risk, use, and operational impact criteria

## Course Agenda

### Day 1: Governance Foundations and Scope

- Documentation Governance Charter and Decision Rights Matrix
- ISO/IEC/IEEE 15289 Information Item Purpose and Content Mapping
- IT Documentation Taxonomy and Scope Boundary Method
- Document Ownership RACI and Accountability Rules
- Stakeholder Needs and Documentation Value Chain Map

### Day 2: Lifecycle Standards and Control Design

- Documentation Lifecycle State Model and Transition Criteria
- Controlled Document Standard and Authoring Requirements
- Review, Approval, Publication, and Withdrawal Workflow
- Version Control Convention and Change History Record
- Exception, Waiver, and Expiry Decision Log

### Day 3: Repositories, Access, and Service Knowledge

- Controlled Repository Architecture and Source-of-Truth Rules
- Metadata Schema and Information Retrieval Design
- Role-Based Access Matrix and Segregation Decisions
- ISO/IEC 20000-1 Service Documentation Alignment Map
- Knowledge Article Quality Checklist and Feedback Loop

### Day 4: Traceability, Assurance, and Measurement

- NIST SP 800-128 Configuration Item and Baseline Mapping
- Configuration Record Traceability Matrix and Evidence Links
- Documentation Assurance Review and Sampling Checklist
- Documentation Review Metrics and Control Dashboard
- Risk-Based Remediation Backlog and Prioritization Matrix

## Day 5: Governance Practice and Capstone

- Governance Charter and Decision Rights Mapping Exercise
- Lifecycle Workflow and Version Control Design Exercise
- Repository Access and Metadata Review Exercise
- Traceability Matrix and Assurance Evidence Exercise
- IT Documentation Governance and Lifecycle Control Pack Capstone Exercise

## Practical Exercises

The course uses suggested activities to connect governance decisions with documentation work.

- Suggested activity: classify a mixed document inventory and assign owners, lifecycle states, and review triggers.
- Suggested activity: diagnose repository access, version, metadata, and retrieval weaknesses for a service team.
- Suggested activity: map architecture, runbook, configuration, and change records into an evidence chain.
- Suggested activity: build a remediation backlog using risk, operational use, age, and control criteria.

## FAQs

### Who suits IT documentation governance training and what does it assume?

IT documentation governance training suits professionals who create, own, approve, use, or assure information systems documentation. It assumes practical exposure to workplace documentation and does not teach introductory writing skills.

### How does IT documentation governance differ from technical writing training?

IT documentation governance focuses on ownership, decision rights, lifecycle controls, repositories, traceability, access, assurance, and metrics. Technical writing training focuses mainly on producing clear instructional or explanatory content.

### What are documentation lifecycle controls for information systems?

Documentation lifecycle controls define how information is created, reviewed, approved, published, changed, retained, and withdrawn. They connect each state to an owner, evidence requirement, trigger, and decision authority.

### How does configuration record traceability support IT documentation governance?

Configuration record traceability connects documents to services, systems, components, baselines, changes, and evidence. The links help teams assess impact, locate authoritative records, and demonstrate that controlled information reflects operational change.

## Which documentation review metrics are useful for governance?

Useful documentation review metrics show ownership coverage, overdue reviews, unresolved exceptions, retrieval performance, broken traceability links, access issues, and remediation progress. Teams select measures that support decisions rather than counting documents alone.

## Conclusion

Participants take an IT Documentation Governance and Lifecycle Control Pack back to work. The pack connects a charter, ownership matrix, lifecycle workflow, repository controls, traceability structure, review checklist, metrics, and remediation backlog. It changes documentation from disconnected files into governed information that supports services, systems, operational decisions, and assurance.