

Strategic IT Ops: Modern Enterprise Management Essentials

15 – 19 November 2027
Abu Dhabi

AGILE LEADERS
Training Center

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Overview

IT operations leaders are judged on uptime, but they are also expected to cut run costs, fund modernisation and prove value to the business. The Strategic IT Operations Management Training Course looks at IT operations from the management seat rather than the console. Participants learn to set an operations strategy, define service catalogues and service level agreements with business owners, organise NOC, service desk and SRE teams, manage vendors and outsourcing contracts, budget the run cost of IT, and use AIOps and automation to reduce toil. The course is built around an operations maturity assessment that each participant completes for their own organisation and turns into a twelve-month improvement plan. This course is delivered by Agile Leaders Training Center.

Who Should Attend

- Heads of IT operations and infrastructure accountable for uptime and run cost
- IT service delivery and service desk managers
- NOC and operations centre managers
- SRE and platform team leads
- IT vendor and outsourcing managers
- CIO office staff responsible for IT performance

Departments and Industries

Suited to organisations whose revenue or public service depends on always-on IT.

- IT operations, service delivery, service desk and support
- Platform and site reliability engineering, IT vendor management, IT finance and performance
- Banking, payments and telecommunications
- Government digital services, airlines and logistics
- Retail and e-commerce

Learning Objectives

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

- Build an IT operations strategy that links service levels to business outcomes.
- Build a service catalogue and negotiate SLAs, OLAs and error budgets.
- Evaluate operating models for NOC, service desk and SRE teams and manage providers with measurable contract KPIs.
- Build and defend an IT run budget using cost-per-service and chargeback.
- Apply ITIL 4 practices for incident, problem and change without heavy bureaucracy.
- Prioritise AIOps and automation investments by toil reduction and risk, within a twelve-month maturity improvement plan.

Course Agenda

Day 1: IT Operations Strategy

- The changing role of IT operations: from keeping lights on to enabling products
- Aligning operations goals with business strategy and digital roadmaps
- ITIL 4 value streams and where operations fits
- DevOps and SRE principles for operations leaders
- Completing the operations maturity baseline and drafting an operations vision statement

Day 2: Services, SLAs and Reliability Targets

- Designing a business-facing service catalogue
- SLAs, OLAs and underpinning contracts
- SLOs, SLIs and error budgets
- Negotiating service levels with business owners, ending with an agreed SLA set for one critical service
- Service reviews and customer satisfaction measures

Day 3: Organising Teams and Managing Vendors

- Operating models: centralised, federated and platform teams, and a target organisation chart
- NOC, service desk and on-call rota design
- Skills, staffing ratios and burnout risk
- Outsourcing decisions and managed service contracts
- Vendor scorecards and quarterly business reviews

Day 4: Incidents, Problems and Change at Management Level

- Major incident management and stakeholder communication, with a simulation debrief
- Blameless post-incident reviews and problem management
- Change advisory boards versus automated change approval
- AIOps: event correlation, anomaly detection and noise reduction
- Automation business cases and toil measurement

Day 5: Financial Management and the Improvement Plan

- IT run cost models and cost per service
- Showback, chargeback and cloud cost governance
- Operations KPIs for the executive dashboard
- Prioritising initiatives by value, risk and effort
- Building the twelve-month improvement plan and presenting it to a mock CIO panel

Practical Exercises

Each day pairs a management briefing with a decision workshop built on these suggested activities.

- Suggested activity: negotiate SLAs in a role-play with business owners using the service catalogue and SLA templates and the error budget calculator.
- Suggested activity: score vendor proposals with the vendor scorecard and contract KPI checklist.
- Suggested activity: rebuild a run budget in the IT run cost model.
- Suggested activity: run a major incident bridge as incident manager using the communication templates.

FAQs

Is this a technical hands-on course?

No. It is aimed at people who manage operations teams, services and budgets. Technical topics are covered at the level needed to make decisions, not to configure tools.

How long is each day's session?

Each day runs about four to five hours, around twenty to twenty-five hours across the one week.

What is an error budget?

An error budget is the amount of unreliability a service may have within its SLO over a period. When it is used up, teams slow feature releases and focus on reliability; when it is healthy, they can release faster.

Conclusion

Most IT operations training teaches how to run monitoring tools or data center equipment. This course teaches how to run the operations function: its strategy, services, people, suppliers and money. Participants leave with a completed maturity assessment and a twelve-month improvement plan for strategic IT operations management in their own organisation.