Strategic IT Ops: Modern Enterprise Management Essentials

30 May – 3 June 2027
Geneva

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Training Center

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Ref: 76_87070 **Date:** 30 May – 3 June 2027 **Location:** Geneva **Fees:** 6200 Euro

Course Overview:

The "Strategic IT Operations Management Training Course for Modern Enterprises" is an advanced corporate training program designed to equip IT professionals with the tools, frameworks, and insights necessary for optimizing operations across dynamic IT environments. This course integrates principles from IT Operations Management Training, ITOM Certification Course content, and key operational tools. Participants will learn to implement scalable Network Operations Management, Data Center Automation Training strategies, and Hybrid Cloud Management solutions. The course emphasizes Service Management Automation, Real-Time IT Monitoring, and Incident Response for ITOM using case-based instruction and simulation. Attendees will gain hands-on understanding of Firewall Monitoring and Management, SLA and Ticket Management, and Enterprise IT Automation to meet high availability and security standards. This course delivers an actionable roadmap for ITOM Process Mapping, Backup and Recovery in ITOM, Risk Management, and Disaster Recovery Planning.

Target Audience:

- IT Operations Managers
- Network and System Administrators
- Data Center Managers
- Site Reliability Engineers SREs
- Infrastructure and Platform Engineers
- IT Compliance and Risk Officers
- Cloud and Hybrid Environment Leads

Targeted Organizational Departments:

- IT Operations
- Network Management
- Data Center Management
- IT Risk & Compliance
- Infrastructure Services
- Cloud Operations
- Business Continuity & Disaster Recovery Teams

Targeted Industries:

- Information Technology and Services
- Financial Services
- Telecommunications
- Healthcare and Hospitals
- Government Agencies
- Energy and Utilities
- Manufacturing and Smart Factories

Course Offerings:

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

- Design and implement ITOM frameworks using real-world case studies.
- Leverage IT Operations Console and ITOM Framework.
- Apply best practices in IT Network Configuration Training and Firewall Monitoring.
- Execute capacity planning and backup strategies to achieve high availability.
- Develop change and incident management workflows.
- Integrate ITOM Tools and Frameworks with AIOps and Real-Time Monitoring systems.
- Improve access control and server management across hybrid environments.
- Create ITOM policies aligned with SLA and Ticket Management protocols.

Training Methodology:

This course utilizes a blended learning model incorporating hands-on labs, case studies, interactive group activities, and simulation exercises. Each session begins with a theoretical briefing followed by scenario-based activities. Participants will engage in policy development workshops, dashboard evaluations, and incident recovery drills to strengthen understanding. Service Management Automation and Secure IT Operations Training techniques are introduced through peer discussion and collaborative project work. The methodology ensures participants gain not just theoretical knowledge but the ability to apply it in complex, hybrid, and enterprise-level environments, covering topics like Backup and Recovery in ITOM, ITOM Risk Management, and High Availability Infrastructure Design.

Course Toolbox:

- Case study packets
- Policy design templates for ITOM
- ITOM process mapping checklists
- Real-time monitoring simulation tools non-software
- Glossary of tools and ITOM terminology
- ITOM scenario narratives and incident response guides
- Console structure examples illustrative only

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Course Agenda:

Day 1: ITOM Foundations & Frameworks

- **Topic 1:** Introduction to Strategic IT Operations Management
- **Topic 2:** ManageEngine ITOM Framework: Monitoring, Operations & Stability
- **Topic 3:** Setting Up Real-Time IT Monitoring Apparatus
- **Topic 4:** Network Operations Center NOC and Zorro Team Roles
- **Topic 5:** Data Center Performance and Availability Monitoring
- **Topic 6:** Visualization Tools: Dashboards, Service Maps, Event Alerts
- **Reflection & Review:** Review of monitoring architecture, visibility tools, and response planning

Day 2: Operational Management and Infrastructure Control

- **Topic 1:** Server and OS Management: Preparation, Installation & Hardening
- **Topic 2:** Troubleshooting Techniques and Escalation Procedures
- **Topic 3:** Access Control: Physical, Logical, and Sensitive Access
- **Topic 4:** Device Configuration & Change Management Procedures
- **Topic 5:** SLA Enforcement and Ticket Resolution Lifecycle
- **Topic 6:** Tools for Traffic Monitoring and Log Analysis
- **Reflection & Review:** Operational troubleshooting, compliance, and continuous access control

Day 3: Stability, Backup, and Risk Management

- **Topic 1:** Capacity Planning: Server Pooling & Predictive Procurement
- **Topic 2:** Backup & Recovery Strategies for DCs and Network Devices
- **Topic 3:** Disaster Recovery Protocols: Internal & External Redundancy
- **Topic 4:** Risk Management: Hardware, Downtime, and Data Security Controls
- **Topic 5:** Secure IT Operations: Policy and Automation
- **Topic 6:** SLA Violation Tracking and Response Optimization
- **Reflection & Review:** Analyzing stability frameworks and securing ITOM resiliency

Day 4: Automation, Change, and Incident Handling

- **Topic 1:** Incident Detection and Root Cause Mapping
- **Topic 2:** IT Change Management Lifecycle
- **Topic 3:** Service Management Automation Processes
- **Topic 4:** Enterprise IT Automation: Integrating Tools & Workflows
- **Topic 5:** Hybrid Cloud Management & Infrastructure Compliance
- **Topic 6:** Real-World ITOM Case Study Discussions
- **Reflection & Review:** Incident response workflows and automation readiness

Day 5: Optimization, Policy Design, and Continuous Improvement

- **Topic 1:** Performance Metrics: SLA Analytics and Ticket-Based KPIs
- **Topic 2:** ITOM Policy Design for Scalable Enterprise Environments
- **Topic 3:** Process Narratives and Role-Based Access Strategies
- **Topic 4:** ITOM Process Mapping and Documentation
- **Topic 5:** Preparing for ITOM Certification and Strategic Scaling
- **Topic 6:** Final Scenario Simulation: Multi-layered ITOM Challenge
- **Reflection & Review:** Consolidated capstone exercise and final strategy presentation

FAQ:

What specific qualifications or prerequisites are needed for participants before enrolling in the course?

This course is designed for IT professionals with basic to intermediate experience in operations, infrastructure, or systems administration. Familiarity with network, server, and monitoring concepts is recommended.

How long is each day's session, and is there a total number of hours required for the entire course?

Each day's session is generally structured to last around 4–5 hours, with breaks and interactive activities included. The total course duration spans five days, approximately 20–25 hours of instruction.

What is the difference between internal and external redundancies in disaster recovery?

Internal redundancies distribute infrastructure within the same data center to prevent failure from affecting overall operations. External redundancies rely on a geographically separate disaster recovery DR data center that can take over in case the main DC experiences a critical failure.

How This Course is Different from Other Strategic IT Operations Courses:

This course stands out by aligning real-world applications with structured ITOM theory based on enterprise-level playbooks. Unlike traditional courses that focus on ITIL basics or abstract frameworks, this program delivers actionable insights from IT Operations Management Training, Network Operations Management, and Hybrid Cloud Management strategies. It integrates incident response, firewall monitoring, AIOps, SLA enforcement, and capacity planning into a cohesive learning path. Participants engage in scenario-based simulations, policy design workshops, and hands-on process mapping that reflect true enterprise-scale IT challenges. While it references tools like ZAC, ServiceDesk, and EventLog Analyzer, the course emphasizes the conceptual frameworks and application contexts behind them. It supports readiness for ITOM Certification and equips learners to drive Business Continuity ITOM and Secure IT Operations across hybrid and cloud-based infrastructures. With daily reviews and capstone exercises, it delivers both operational depth and strategic breadth.