Garnet
Garnet Global Training Center

GGT-IT-119

Information Technology & Software

IT Fundamentals for Non-IT Staff

أساسيات تقنية المعلومات لغير المتخصصين

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Foundation**

Overview

IT Fundamentals for Non-IT Staff gives newcomers and non-specialists a clear, practical grounding: the core concepts, the vocabulary used on the job and the first tools to apply them. Infrastructure, service management and software delivery skills for IT teams. It runs as a 5-day or 10-day program in English or Arabic, in classrooms in Dubai, Riyadh, Cairo, London, Istanbul and other cities, or live online, and can be delivered in-house.

What you will be able to do

- Explain the key concepts, terms and standards of IT Fundamentals for Non-IT Staff.
- Recognise the main hazards, errors and misconceptions newcomers face.
- Carry out basic tasks correctly using simple checklists and tools.
- Read and use the documents, forms and data common in this field.
- Know when to escalate and who to involve.

Who should attend

IT managers, system administrators, developers and service desk leads. No prior experience is required; it also suits new hires, graduates and staff moving into this field.

Key topics

- Architecture and infrastructure
- Service management processes
- Security by design
- Cloud and DevOps practices
- IT governance and budgeting
- Hands-on labs

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

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Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Introduction to IT Fundamentals for Non-IT Staff
- IT governance and budgeting
- Regional and international case studies

Day 2 Core concepts and terminology
- Hands-on labs
- Architecture and infrastructure

Day 3 Basic methods and tools
- Service management processes
- Checklists and templates to take away

Day 4 Working safely and correctly
- Security by design
- Group discussion and peer review

Day 5 Practical exercises and review
- Cloud and DevOps practices
- Measurement and reporting

10-day outline

Day 1 Introduction to IT Fundamentals for Non-IT Staff
- IT governance and budgeting
- Regional and international case studies

Day 2 Core concepts and terminology
- Hands-on labs
- Architecture and infrastructure

Day 3 Basic methods and tools
- Service management processes
- Checklists and templates to take away

Day 4 Working safely and correctly
- Security by design
- Group discussion and peer review

Day 5 Practical exercises and review
- Cloud and DevOps practices
- Measurement and reporting

Day 6 Advanced techniques and specialist practice
- Complex cases in depth
- Hands-on workshop on a workplace challenge

Day 7 Digital tools, data and automation
- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice
- Global performance benchmarks
- Common mistakes and how to avoid them

Day 9 Capstone project
- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates
- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
8–12 Mar 2027	5-day online	Live online	Arabic	2,950
12–16 Apr 2027	5-day classroom	Dubai	Arabic	4,750
18–29 Jul 2027	10-day classroom	Riyadh	Arabic	8,950
13–17 Sep 2027	5-day classroom	Abu Dhabi	Arabic	4,750
10–21 Jan 2028	10-day classroom	London	English	8,950
13–17 Aug 2028	5-day classroom	Muscat	Arabic	4,750
13–24 Nov 2028	10-day online	Live online	Arabic	5,450
4–8 Dec 2028	5-day classroom	Abu Dhabi	Arabic	4,750
5–9 Feb 2029	5-day classroom	Barcelona	English	4,750
9–20 Sep 2029	10-day classroom	Doha	English	8,950

Dates	Format	City	Language	Fee (USD)
8–12 Oct 2029	5-day online	Live online	English	2,950
5–9 Nov 2029	5-day classroom	Dubai	Arabic	4,750
18–22 Feb 2030	5-day classroom	Casablanca	English	4,750
16–27 Sep 2030	10-day online	Live online	English	5,450
7–11 Oct 2030	5-day classroom	London	English	4,750
9–20 Dec 2030	10-day classroom	Paris	English	8,950

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/