Garnet
Garnet Global Training Center

GGT-IT-101

Information Technology & Software

IT Service Management

إدارة خدمات تقنية المعلومات

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

Overview

IT Service Management helps participants move from doing the work to managing it, with planning tools, control methods and reporting that management trusts. Infrastructure, service management and software delivery skills for IT teams. Choose 5 or 10 days, classroom or live online, English or Arabic; organisations can also run it in-house and adapt the examples to their own work.

What you will be able to do

- Set up and run IT Service Management as a managed process with clear roles.
- Plan resources, budgets and schedules realistically.
- Define KPIs and build simple dashboards for management.
- Control risk, quality and compliance in this area.
- Lead improvement projects and measure their benefit.

Who should attend

IT managers, system administrators, developers and service desk leads. It suits supervisors, section heads and specialists who manage, or are about to manage, this area.

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

WhatsApp: +971 56 674 7382

Email: info@garnettrainings.com

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 IT Service Management: the management framework

- Security by design
- Regional and international case studies

Day 2 Planning, resources and budgets

- Cloud and DevOps practices
- IT governance and budgeting

Day 3 Performance measurement and control

- Hands-on labs
- Checklists and templates to take away

Day 4 Risk, compliance and improvement

- Architecture and infrastructure
- Group discussion and peer review

Day 5 Management case study and action plan

- Service management processes
- Measurement and reporting

10-day outline

Day 1 IT Service Management: the management framework

- Security by design
- Regional and international case studies

Day 2 Planning, resources and budgets

- Cloud and DevOps practices
- IT governance and budgeting

Day 3 Performance measurement and control

- Hands-on labs
- Checklists and templates to take away

Day 4 Risk, compliance and improvement

- Architecture and infrastructure
- Group discussion and peer review

Day 5 Management case study and action plan

- Service management processes
- 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)
1–12 Feb 2027	10-day classroom	Dubai	Arabic	8,950
7–11 Jun 2027	5-day classroom	Amsterdam	English	4,750
18–22 Oct 2027	5-day online	Live online	Arabic	2,950
12–16 Dec 2027	5-day classroom	Riyadh	Arabic	4,750
21–25 Feb 2028	5-day classroom	Abu Dhabi	Arabic	4,750
9–13 Jul 2028	5-day classroom	Riyadh	Arabic	4,750
7–18 Aug 2028	10-day online	Live online	English	5,450
3–14 Sep 2028	10-day classroom	Muscat	Arabic	8,950
8–12 Jan 2029	5-day online	Live online	Arabic	2,950

Dates	Format	City	Language	Fee (USD)
12–23 Mar 2029	10-day classroom	Barcelona	English	8,950
12–16 Aug 2029	5-day classroom	Kuwait City	English	4,750
8–12 Oct 2029	5-day classroom	London	English	4,750
14–25 Jan 2030	10-day classroom	Abu Dhabi	Arabic	8,950
11–15 Feb 2030	5-day classroom	Dubai	Arabic	4,750
6–17 May 2030	10-day online	Live online	Arabic	5,450
15–19 Sep 2030	5-day classroom	Riyadh	English	4,750

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