

IT Frameworks and Standards Overview

What you need to know in just one day

Duration: 1 Day

What should you be doing with all the IT frameworks and standards such as COBIT®, ISO 38500, ITIL®, ISO 20000, PRINCE2®, MSP®, ISO 10006, ISO 21500 or ISO 27000 that everyone tells us we should be using?

Effective management of IT is strategic in an age where business delivery is totally dependent on IT.

Frameworks and standards have evolved to help ensure that organisations get the best return from their investment in IT.

They address very real issues and offer many real and tangible benefits. But there is no single silver bullet. The trick is to know which ones to use to give best value to your organisation.

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This management overview has come about in response to repeated requests.

It is designed to brush away the confusion and to give management a clear and sufficient understanding of the most common frameworks (COBIT, ITIL, PRINCE2, MSP) together with the relevant standards (ISO 38500, ISO 20000, ISO 10006, ISO 21500 and ISO 27000) so that you will have a much better basis for making decisions.

We constantly encounter this concern in organisations everywhere, in both government and business:

- What are all these frameworks and standards?
- What is the difference between a framework and a standard?
- There are so many – should we be using them? If so, which ones?
- How do they all fit together?
- How will they make our organisation better?

Who Should Attend

This course is designed for:

- CEO, COO, CIO and other Executive Officers
- Programme Managers and Project Managers
- ITIL Process Owners and ITIL Sponsors
- Information Security Managers
- IT Managers / IT Operations Managers
- Business Managers
- Anyone wanting to understand the frameworks and their associated standard

Learning Outcomes

Participants will gain clear understanding of the following:

- COBIT and ISO 38500: The Control Objectives for Information and related technology.
- ITIL (the IT Infrastructure Library) – what it is, how it works.
- ISO 20000 (Service Management standard) – how it works and how it differs from ITIL. Also answers the question on who should follow this standard.
- PRINCE2 (Projects In a Controlled Environment) – what it is, how it works.
- MSP (Managing Successful Programmes) – what it is, how does it work.
- ISO 10006 (Guidelines for quality management in projects). What does this standard say, how does this work with PRINCE2 and MSP?
- ISO 21500 (guide to project management). What does this standard say, how does this work with PRINCE2 and MSP?
- ISO 27000x (Information Security management standards). The related series of security standards – what are they, and what do they say?

