Comprehensive IT Management Professional Training Course



06 - 10 Dec 2026

Amman

3800 € (Per Person)

Ref: #IT6137_211431

Course Introduction / Overview:

The role of an IT professional has evolved from a technical specialist to a strategic business partner. This Comprehensive IT Management Professional Training Course is designed to equip IT professionals with the skills needed to effectively manage technology, people, and processes. The program provides a deep dive into key IT management functions, including service delivery, project management, financial optimization, and cybersecurity. We will explore how to align IT initiatives with core business objectives and how to communicate the value of technology to senior leadership. Participants will learn how to build a high-performing team, manage risk, and drive innovation. This course is grounded in the principles outlined in "The Practice of Management" by Peter F. Drucker, a foundational text that provides timeless insights into management principles. BIG BEN Training Center believes that mastering a holistic approach to IT management is essential for any professional who wants to lead their organization into the future.

Target Audience / This training course is suitable for:

- IT Managers and Team Leaders.
- Aspiring IT Directors.
- IT Project and Program Managers.
- Business Analysts.
- IT Professionals seek a management role.
- Senior IT Architects.

Target Sectors and Industries:

- Technology and software.
- Financial services.
- E-commerce and retail.
- Healthcare.
- Government agencies and public sector.
- Telecommunications.

Target Organizations Departments:

- Information Technology.
- IT Operations.
- Project Management.
- Service Desk.
- Finance.
- Business Management.

Course Offerings:

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

- Develop a strategic IT roadmap.
- Implement best practices in IT service management.
- Lead complex IT projects from start to finish.
- Manage IT budgets and optimize costs.
- Ensure a robust cybersecurity posture.
- Communicate the value of IT to business leaders.
- Build and lead a high-performing IT team.

Course Methodology:

The training methodology for this course at BIG BEN Training Center is a practical, hands-on approach to learning. We use a combination of interactive workshops, real-world case studies, and practical exercises to reinforce key management concepts. Participants will work in teams to solve a variety of IT management challenges, from budgeting and financial planning to incident response and risk assessment. The course includes interactive sessions and feedback loops to ensure a deep understanding of the material. This approach is designed to be highly engaging and practical, preparing attendees to apply the principles of IT management immediately in their professional roles. Our goal is to empower IT professionals to become more collaborative, efficient, and effective.

Course Agenda (Course Units):

Unit One: Strategic IT Management.

- The role of the modern IT Manager.
- Aligning IT strategy with business goals.
- Developing a strategic IT roadmap.
- The principles of IT governance.
- Stakeholder management and communication.
- Measuring and reporting on IT performance.
- The importance of a business-first mindset.

Unit Two: IT Financial Management.

- Developing and managing the IT budget.
- Cost optimization and value analysis.
- The principles of IT chargeback and show back.
- Calculating the Return on Investment (ROI) for IT.
- Vendor management and contract negotiation.
- Optimizing cloud computing costs.
- Communicating financial value to leadership.

Unit Three: IT Project and Service Management.

- Implementing an IT Service Management (ITSM) framework.
- Leading IT projects using modern methodologies.
- Incident and problem management.
- Change and release management.
- Service Level Agreements (SLAs) and customer satisfaction.
- Building a robust project management process.
- Integrating ITIL and Agile.

Unit Four: IT Risk and Cybersecurity.

- Assessing and managing IT risks.
- Developing a cybersecurity strategy.
- Ensuring compliance with data regulations.
- The principles of business continuity and disaster recovery.
- Incident response planning.
- Building a security-aware culture.
- Communicating cybersecurity risks to the board.

Unit Five: Leadership and People Management.

- Building and leading high-performing IT teams.
- Talent management and skill development.
- Change leadership and organizational culture.
- Conflict resolution and negotiation.
- Mentoring and coaching.
- Emotional intelligence for IT leaders.
- Fostering a culture of continuous improvement.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

In an era where technology is changing at an unprecedented pace, how can an IT leader effectively balance the need to innovate with the need to maintain stable, reliable operations?

What unique qualities does this course offer compared to other courses?

This training course provides a holistic and strategic approach to IT management, setting it apart from other programs that focus on a single area like project management or cybersecurity. The curriculum is designed to help IT professionals develop a well-rounded skill set that includes financial acumen, leadership, and strategic planning. We emphasize the critical role of IT in creating business value, using real-world case studies to illustrate how to navigate complex challenges. The course moves beyond theory to provide practical, hands-on skills in all key areas of IT management. BIG BEN Training Center's approach is to empower attendees to become strategic leaders who can effectively manage technology and drive business success.