# Advanced NOC Leadership and Strategic Operations Training Course



26 - 30 Oct 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #NO1565_119677

## Course Introduction / Overview:

The Network Operations Center (NOC) is the central nervous system of any modern enterprise, and its leadership determines its effectiveness in safeguarding business continuity and driving operational excellence. This course is meticulously designed to transform proficient technical managers into visionary NOC leaders. It moves beyond the traditional reactive, break-fix model to instill a proactive, strategic, and value-driven approach to network operations. We will explore the principles of operational excellence, drawing on concepts discussed by thought leaders like Thomas A. Limoncelli in works such as "The Practice of System and Network Administration," which emphasizes a holistic view of infrastructure management. This program, offered by BIG BEN Training Center, provides a comprehensive framework for mastering advanced incident management, optimizing performance through meaningful metrics, and fostering a culture of continuous improvement. Participants will learn to align NOC objectives with broader business goals, effectively manage high-performing teams, and strategically leverage automation and security integration to build a resilient, future-proof operations center. This is not just a technical course; it is a leadership journey to elevate the NOC from a support function to a strategic business asset.

## Target Audience / This training course is suitable for:

- NOC Managers and Team Leaders.
- Senior NOC Engineers and Analysts.
- IT Operations and Infrastructure Managers.
- Service Delivery and Service Assurance Managers.
- IT Directors responsible for network operations.
- Aspiring technical professionals seeking leadership roles in IT operations.

## Target Sectors and Industries:

- Telecommunications and Internet Service Providers.
- Financial Services and Banking.
- Information Technology and Managed Service Providers.
- Healthcare and Medical Institutions.
- E-commerce and Retail.
- Government Agencies and Public Sector Organizations.
- Energy and Utilities.

## Target Organizations Departments:

- IT Operations.
- Network Engineering and Administration.
- Infrastructure Management.
- Cybersecurity Operations Center (SOC).
- Service Desk and Technical Support.
- Technology Governance and Compliance.

## Course Offerings:

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

- Develop a strategic vision and roadmap for the Network Operations Center.
- Master advanced protocols for major incident and problem management.
- Implement and manage effective Key Performance Indicators (KPIs) and Service Level Agreements (SLAs).
- Lead, mentor, and motivate a high-performing, 24/7 NOC team.
- Optimize NOC workflows through strategic automation and process improvement.
- Enhance communication and collaboration with stakeholders during critical events.
- Integrate security best practices into daily NOC operations.
- Conduct effective capacity planning and resource forecasting.

## Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, interactive, and highly practical, ensuring that participants can immediately apply their learning in a real-world context. We move beyond theoretical lectures to create a dynamic learning environment. The course heavily relies on case studies of major network incidents from various industries, allowing participants to analyze complex scenarios and develop strategic responses. Interactive workshops and group discussions will challenge participants to solve leadership dilemmas, design performance dashboards, and create incident communication plans. Role-playing exercises will simulate high-pressure situations, such as managing a critical outage or negotiating with vendors, to build confidence and practical skills. Participants will engage in team-based projects to develop a strategic roadmap for a model NOC. Throughout the course, our expert instructors facilitate a collaborative atmosphere, providing personalized feedback and encouraging the sharing of experiences among peers to enrich the learning process for everyone involved.

## Course Agenda (Course Units):

### Unit One Foundations of Strategic NOC Leadership

- The modern NOC as a business value driver.
- Transitioning from a reactive to a proactive operational model.
- The role and responsibilities of a strategic NOC leader.
- Understanding the ITIL framework for service operation.
- Aligning NOC objectives with organizational goals.
- Key principles of operational excellence in a 24/7 environment.
- Establishing a culture of ownership and accountability.

### Unit Two Advanced Incident and Problem Management

- Defining and managing major incidents (MIM).
- Advanced root cause analysis (RCA) techniques.
- Developing effective post-incident review processes.
- Crafting clear and concise stakeholder communication plans.
- War room management and coordination during crises.
- Problem management strategies to prevent recurring incidents.
- Integrating incident response with change management.

### Unit Three Performance, Metrics, and Service Level Management

- Defining meaningful KPIs versus vanity metrics.
- Designing and implementing effective Service Level Agreements (SLAs).
- Building and utilizing real-time performance dashboards.
- Techniques for data analysis and trend identification.
- Reporting NOC performance and value to executive leadership.
- Leveraging metrics for continuous service improvement (CSI).
- Benchmarking NOC performance against industry standards.

## Unit Four Leading and Developing High-Performing NOC Teams

- Recruitment, interviewing, and onboarding for NOC roles.
- Coaching, mentoring, and professional development strategies.
- Effective shift scheduling and handover procedures.
- Managing team dynamics and resolving conflicts.
- Fostering psychological safety and a collaborative culture.
- Performance management and providing constructive feedback.
- Building resilience and managing stress in a high-pressure environment.

## Unit Five Future-Proofing the NOC: Automation, Security, and Strategy

- Identifying opportunities for automation and orchestration.
- Integrating NOC functions with the Security Operations Center (SOC).
- Fundamentals of AIOps (AI for IT Operations).
- Strategic capacity planning and resource forecasting.
- Developing a long-term technology and process roadmap for the NOC.
- Effective vendor and technology partner management.
- Presenting the NOC strategic plan to senior management.

# 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:

How can a NOC leader effectively balance the immediate need for reactive incident resolution with the long-term strategic goal of proactive network optimization and automation?

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

This course distinguishes itself by focusing on the intersection of technical operations and strategic leadership, a critical nexus often overlooked in standard technical training. While other courses may concentrate on specific monitoring tools or incident response protocols, this program is architected to cultivate the mindset of a business leader who happens to manage a Network Operations Center. We delve into the 'why' behind the 'what', exploring how to translate technical metrics into business value and articulate the NOC's strategic importance to executive stakeholders. The curriculum is built around real-world, complex case studies that challenge participants to make decisions with incomplete information, manage stakeholder expectations, and lead teams through high-stakes situations. Rather than just teaching best practices, we facilitate a deep understanding of the principles behind them, enabling leaders to adapt and innovate within their unique organizational contexts. The emphasis is on developing strategic foresight, communication prowess, and the ability to foster a culture of continuous improvement, transforming the NOC from a reactive cost center into a proactive, strategic asset that drives business resilience and growth.