



**TRAINING
COURSES
CATALOUGE**

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ABOUT US



Established in 2011, Afenoid Enterprise Limited is a Business and Technology service firm, that enables credible solutions to organizations and individuals for cyber resilience, digital trust, competence development, and managed services.

Our top clients are dominant players in the public and private sector across sub-Saharan Africa and the Middle East.

Afenoid has partnered with organizations in both public and private sectors to achieve their business objectives and helped business and technology professionals to improve their capabilities and competencies. Afenoid has earned a reputation for quality service, credibility, and professionalism built on our hands-on holistic expertise and trustworthiness.



OUR WHY

Our purpose is to help digital-age organisations to become more resilient and equip their professionals everywhere to become more competent.

OUR WAY

Our values are spelt as C.A.R.E.



Credible - We are ethical, competent, proficient, professional, authentic, honest, trust-worthy and reliable



Agile - We are responsive, astute, enthusiastic, adaptable, dynamic, diligent and resilient.



Respectful - We are relationship-centred, kind, compassionate, empathetic and friendly.



Enterprising - We are profitable, resourceful, capable, creative and courageous.



HOW WE HELP

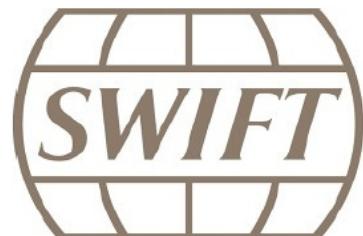
We strengthen organizations:

- Improve trustworthiness of business processes and controls
- Optimize enterprises' strategic opportunities.
- Enable organizational digital capabilities and strategic partnerships.
- Eliminate enterprise weaknesses caused by people, practices and technology.

We equip professionals:

- Impart knowledge and improve skills
- Shape culture and behaviour
- Source and enhance competencies.
- Optimize enterprise resources.

ACCREDITATIONS, PARTNERSHIPS & ALLIANCE





GET IN TOUCH

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BUSINESS GOVERNANCE OF IT, STRATEGY AND ENTERPRISE ARCHITECTURE COURSES

Course Name:
COBIT 2019 Foundation Certification Course

Course Information

Duration: 2 Days	Accreditor: ISACA
Delivery Method: Classroom/Virtual	Exam Format: Remotely proctored 2-hour exam comprised of 75 multiple choice questions
Available Languages: English	Exam Pass Grade: 65% or higher

Exam Prerequisites: N/A

Audience: Students & Recent Graduates, Senior IT & Business Managers, Regulators & Consultants, Risk, GRC & Program Managers

Course Description: The COBIT Foundation certificate is designed to help COBIT 2019 users gain a more in-depth understanding of the COBIT Framework and provide attestation of the individual's knowledge of the concepts, principles and methodologies used to establish, enhance and maintain a system for effective governance and management of enterprise information technology.

Course Outline: The course outline covers eight domains of knowledge including: Framework Introduction, Principles, Business Case, Governance System & Components, Designing a Tailored Governance System, Governance & Management Objectives, Implementation, and Performance Management.

Course Name:
COBIT 2019 Design & Implementation
Certification Course

Course Information

Duration: 3 Days	Accreditor: ISACA
Delivery Method: Classroom/Virtual	Exam Format: Remotely proctored 3-hour exam consists of 60 multiple choice questions.
Available Languages: English	Exam Pass Grade: 60% or higher

Exam Prerequisites: COBIT 2019 Foundation

Audience: IT Professionals seeking executive positions, teams and individuals looking to implement an IT Governance solution

Course Description: The COBIT® Design and Implementation certificate builds on your expertise in not just understanding COBIT, but also in implementing the globally accepted framework to maximise the value of enterprise information and technology. This certificate affirms your ability to understand, design and implement programs for the enterprise governance of IT (EGIT). You will gain the skills and knowledge to design and implement an effective IT governance system and run governance improvement programs with the COBIT Design and Implementation program. Intended for more experienced COBIT users, the certificate program supports enterprise goal achievement.

Course Outline: COBIT Basic Concepts, Design Factors for a Governance System, Impact of Design Factors, The Governance system design workflow, Implementing & Optimising I&T Governance Overview, Governance Implementation Lifecycle, Key Topics Decision Matrix..

Course Name:
Implementing the NIST Standards
using COBIT® 5

Course Information

Duration: 5 Days	Accreditor: ISACA
Delivery Method: Classroom/Virtual	Exam Format: Remotely proctored 90-minute exam consists of 50 multiple choice questions.
Available Languages: English	Exam Pass Grade: 65%

Exam Prerequisites: COBIT 2019 Foundation Certificate

Audience: IT Professionals, Teams & Individuals Looking To Prepare For The Implementing The NIST Cybersecurity Framework Using Cobit 2019 Certificate

Course Description: Certificate candidates explore the NIST Cybersecurity Framework, its goals, implementation steps, and the ability to apply the information in an organisation's environment. The exam is for individuals who have a basic understanding of both COBIT 2019 and security concepts, and who are involved in importing and/or building the cybersecurity program and their enterprises. You'll build on your expertise in leading frameworks NIST and COBIT®, learning how to effectively combine cybersecurity standards and Enterprise Governance of Information & Technology (EGIT). Intended for COBIT users with foundational knowledge of the framework and a basic understanding of cybersecurity concepts.

Course Outline: Course includes 3 domains: Framework Implementation, Cybersecurity Framework Structure and Overview of the Cybersecurity Framework

Course Name:
TOGAF 9 (Levels 1&2) Certification

Course Information

Duration: 5 Days	Accreditor: APMG
Delivery Method: Classroom/Virtual	Exam Format: Remotely proctored 60-minute exam consists of 40 multiple choice questions.
Available Languages: English	Exam Pass Grade: 60%

Exam Prerequisites: N/A

Course Description: TOGAF, an Open Group Standard, is a proven Enterprise Architecture methodology and framework used by the world's leading organisations to improve business efficiency. It is the most prominent and reliable Enterprise Architecture standard, ensuring consistent standards, methods, and communication among Enterprise Architecture professionals. Enterprise Architecture professionals fluent in the TOGAF standard enjoy greater industry credibility, job effectiveness, and career opportunities. The TOGAF standard helps practitioners avoid being locked into proprietary methods, utilise resources more efficiently and effectively, and realise a greater return on investment.

Course Outline: The learning objectives for the course are to determine the Architecture Capability desired by the organisation using the following steps:

- Review the organisational context for conducting enterprise architecture.
- Identify and scope the elements of the enterprise organisations affected by the Architecture Capability.
- Identify the established frameworks, methods, and processes that intersect with the Architecture Capability.
- Establish Capability Maturity target and Architecture Capability:
- Define and establish the Organisational Model for Enterprise Architecture.
- Define and establish the detailed process and resources for architecture governance.
- Select and implement tools that support the Architecture Capability and define the Architecture Principles.

Course Name:
Managing Benefits Foundation
and Practitioner

Course Information

Duration: 5 Days	Accreditor: APMG
Delivery Method: Classroom/Virtual	Exam Format: Remotely proctored 40-minute exam consists of 50 multiple choice questions.
Available Languages: English	Exam Pass Grade: 50%

Exam Prerequisites: N/A

Audience: Senior executives, including Change and Transformation Directors, responsible for delivering value for money from the organisation's investments in change and achieving the organisation's strategic objectives. Senior Responsible Owners (SRO's)/Sponsors/Project Board Executives and project and programme management (PPM) and change management professionals responsible for delivering the change initiatives from which benefits are realised.

Learning Objectives: Definitions, scope and objectives of benefits management, barriers to its effective practice, and the key success characteristics, Principles upon which successful approaches to benefits management are based, Five practices contained within the Benefits Management Cycle and relevant techniques applicable to each practice, Scope of key roles and responsibilities for benefits management and the typical contents of the main benefits management documentation, Approaches to implementation and the factors to consider in sustaining progress.

Course Description: Managing Benefits consolidates existing guidance on benefits management into one place, while expanding on the specific practices and techniques aimed at optimising benefits realisation.

Course Name:
Better Business Cases
(Foundation and Practitioner)

Course Information

Duration: 5	Accreditor: APMG
Delivery Method: Classroom/Virtual	Exam Format: Remotely proctored 40-minute exam consists of 50 multiple choice questions.
Available Languages: English	Exam Pass Grade: 50%

Exam Prerequisites: N/A

Audience: Senior Responsible Owners (SROs), Programme Directors and other Directors with responsibility for the successful delivery of programmes and projects. Project Managers, Project Team members and specialist advisers tasked with delivering a business case for investment. Officers involved in the scrutiny and review of investment proposals.

Course Description: Change initiatives often fail at the first hurdle as the business case fails to convince senior management of the return on investment. Creating effective business cases and spending proposals is therefore critical to securing funding and management buy-in. Better Business Cases training and certification is based on the 'Five Case Model' – the UK government's best practice approach to developing spending proposals and enabling effective business decisions. Accredited training – available globally via APMG-accredited providers – will help individuals to:

1. Understand and apply the philosophy of the Five Case Model to business cases and other spending proposals
2. Understand different types of business cases, their purpose, who is responsible for them and when they are required
3. Understand the development lifecycle of a business case and the relationships between the five cases
4. Develop effective business cases and spending proposals that appropriately scope the initiative and secure funding and management support.

Learning Objectives: The philosophy and underlying rationale of the Five Case Model. The different types of business cases, their purpose, who is responsible for them and when they are required in the development of a spending proposal. The development of the business case in relation to other recognized and recommended best practice for programme and project management.

Course Name:
Certified in Governance of Enterprise IT (CGEIT)
Mentoring Class

Course Information

<i>Duration:</i> 5	Accreditor: ISACA
<i>Delivery Method:</i> Classroom/Virtual	Exam Format: 4 hours , 150 multiple choice questions
<i>Available Languages:</i>	Exam Pass Grade: 450/800

Exam Prerequisites: N/A for exam but certification requires Five (5) or more years of experience in an advisory or oversight role supporting the governance of the IT related contribution to an enterprise.

Course Description: The Certified in the Governance of Enterprise IT® (CGEIT®) certification is framework agnostic and the only IT governance certification for the individual. Whether you're seeking a new career opportunity or striving to grow within your current organisation, CGEIT proves your expertise in enterprise IT governance, resources, benefits and risk optimization.

Course Outline: The exam covers four domains of knowledge including: Governance of Enterprise IT, IT Resources, Benefits Realisation and Risk Optimization

Audience: Highly experienced strategic IT professionals who are in the role of advisors to upper management and the board

Course Name:
Business Relationship Management Professional
(BRMP - Foundation)

Course Information

Duration: 3	Accreditor: APMG
Delivery Method: Classroom/Virtual	Exam Format: Remotely proctored 50 Minute Multiple choice 50 question exam
Available Languages: English	Exam Pass Grade: 30 marks or more out of 50

Exam Prerequisites: N/A

Audience: Business Managers, IT Managers, HR, Finance, Customer Relationship Manager, Marketing professionals, External Partners, Provider Managers, Function Owners, Those with a Business Relationship Management role or position. Consultants looking to gain an insight into Business Relationship Management and looking to gain certification as a Business Relationship Manager.

Learning Objectives: Holders of the BRM Institute Business Relationship Professional (BRMP) credentials will be able to demonstrate their understanding of:

1. What BRM is and the value it provides to an organisation.
2. Why an organisation should move beyond profit and products to encompass people, purpose, and planet
3. Why BRM should be completely integrated into every element of your organisation.
4. The contribution of the BRM role to your organisation's purpose
5. The basic knowledge, skills, and mindsets of the BRM role.
6. The core BRM approaches, tools, and templates used to achieve results.
7. How a BRM team can advance the BRM capability to evolve culture, build partnerships, drive value, and satisfy purpose within your organisation

Course Name:
Problem Analyst Certification

Course Information

Duration: 5	Accreditor: APMG
Delivery Method: Classroom/Virtual	Exam Format: Remotely proctored objective testing 60 minute paper with 20 questions. Scenario booklet to be used during examination
Available Languages: English	Exam Pass Grade: 65%/13 out of 20 marks

Course Description: This certification is based on the ITIL® framework and was developed by it SMF UK - the country's leading association for IT Service Management professionals. Problem Analysts teaches you how to prevent problems and resulting incidents from happening. When incidents are resolved, information about the resolution is recorded. Over time, this information is used to speed up the resolution time and identify permanent solutions, reducing the number and resolution time of incidents. This results in less downtime and less disruption to business critical systems.

Exam Prerequisites: ITIL Foundation certificate.

Audience: People with the role of problem analyst within a service management environment. It is also relevant to other key staff involved either directly or indirectly with problem management activities. This includes but is not limited to service desk and incident analysts, change analysts, IT technical support areas (availability, capacity and IT service continuity), other service management personnel and business and user representatives.

Learning Objectives:

1. The purpose, value and positioning of problem management within an IT service management environment.
2. The main interfaces between the problem analyst and other process areas within IT service management and how the impact of problems for a variety of service components can be reduced.
3. How to identify and describe the key activities that are contained in the problem management process.
4. The concept of problem solving techniques and their application to a given scenario.
5. How to apply the main concepts of root cause analysis and the maintenance of known

errors and problem records.

6. Identifying people involved within problem management and being able to translate the type of involvement into a RACI matrix.
7. Identifying different channels of communication and determining their applicability for given scenarios.
8. How problem management controls and maintains quality.

Course Name:
Certified Business Relationship Management Professional (CBRM - Practitioner)

Course Information

Duration: 5	Accreditor: APMG
Delivery Method: Classroom/Virtual	Exam Format: 2.5 Hour objective testing open book examination with 4 questions
Available Languages: English	Exam Pass Grade: 50%

Exam Prerequisites: Business Relationship Management Professional (BRMP) certificate.

Audience: Certified Business Relationship Manager® (CBRM®) is a certification that acknowledges your practical knowledge attained through training, practice, and experience. CBRM® Professionals are recognized and desired by employers because they are polished in their BRM skills, produce results, and can help develop others. The CBRM® is for experienced BRM practitioners. To enrol in the CBRM® course and sit for the corresponding certification exam, candidates must demonstrate that they have a solid grasp of the BRM fundamentals by first submitting a copy of their official BRMP® certificate.

Course Outline: The successful candidate will demonstrate deep understanding and ability to perform the Strategic BRM role. Specifically, the candidate will:

1. Effectively communicate the purpose and objectives of the Strategic BRM role and how to optimally position that role for maximum effectiveness within the enterprise
2. Understand how to use their personal power and influence to build business relationships and foster a culture that excels at business value results
3. Apply the Strategic Relationship Management processes and techniques to build and sustain trust relationships spanning Business Partner and Provider networks
4. Be able to assess Business Demand Maturity and Business Relationship Maturity and how these might evolve over time
5. Be able to assess Provider Capability Maturity and BRM Competencies and identify key areas needing improvement
6. Be able to apply cross-organization communication techniques to clearly articulate real Provider/business value delivered to the organisation

7. Be able to influence executive leaders in their use of Provider Capabilities and Assets based upon potential business value and convergence with business strategy
8. Promote and catalyse business innovation in the Provider's sphere of influence
9. Be able to use the Business Value Management process, techniques and metrics to define, realise and optimise the value of Provider capabilities and assets
10. Apply Business Partner Experience Management so as to foster a positive Business Partner perception of Provider capabilities as an essential element of building and sustaining trust relationships
11. Shape strategic agendas for optimum business value, with due consideration of external compliance requirements and potential risks to the business
12. Understand the implications of Lean/Agile methods for the BRM role and capability
13. Influence the development and deployment of available Provider capabilities based upon business need and potential to enable or create business value
14. Apply Business Capability Management to determine and acquire enabling capabilities pursuant to strategic outcomes
15. Contribute to Business Transition Management in order to foster organisational understanding, support, adoption, and business value results of investments in new business capabilities



BUSINESS ANALYSIS, PROJECT, PROGRAMME AND PORTFOLIO MANAGEMENT COURSES

**Course Name:
PRINCE2- Foundation**

Course Information

Duration:	Accreditor: AXELOS
Delivery Method: Classroom/Virtual	Exam Format: 1 Hour MCQ exam with 60 questions
Available Languages: English	Exam Pass Grade: 55%

Exam Prerequisites:

Audience: This certification is aimed at current and aspiring project managers or professionals who manage projects. It is also relevant to other key staff involved in the design, development and delivery of projects, including: Project Board members (e.g. Senior Responsible Owners), Team Managers (e.g. Product Delivery Managers), Project Assurance (e.g. Business Change Analysts), Project Support (e.g. Project and Programme Office personnel) and operational line managers or staff.

Learning Objectives: The exam covers the following learning objectives:

1. Understand key concepts relating to projects and PRINCE2
2. Understand how the PRINCE2 principles underpin the PRINCE2 method
3. Understand the PRINCE2 themes and how they are applied throughout the project
4. Understand the PRINCE2 processes and how they are carried out throughout the Project

Course Description: The Foundation Level certification introduces the PRINCE2 method and aims to confirm that you know and understand the PRINCE2 method well enough to be able to work effectively with, or as a member of, a project management team working within an environment supporting PRINCE2. The Foundation certification is also a pre-requisite for the Practitioner certification.

Course Name:
PRINCE2 Agile – Practitioner

Course Information

Duration: 5 days	Accreditor: AXELOS
Delivery Method: Classroom/Virtual	Exam Format: 150 Minutes objective testing open book exam with 50 questions
Available Languages: English	Exam Pass Grade: 60%

Course Description: PRINCE2 Agile Practitioner takes the knowledge acquired at Foundation level and applies it to the workplace, using real-world management examples. The PRINCE2 Agile Practitioner certificate is designed to help professionals deliver agile projects by tailoring PRINCE2 management controls with a broad toolset of agile delivery techniques and frameworks. The PRINCE2 Agile Practitioner teaches you to blend structure, governance and control with agile methods, techniques and approaches. Practitioner takes the knowledge acquired at Foundation level and applies it to the workplace, using real-world management examples

Exam Prerequisites: PRINCE2 Foundation Certification

Audience: PRINCE2 Agile Practitioner is aimed at professionals who work within a project environment, including key staff involved with integrating project management with product delivery. An understanding of the agile concepts detailed in PRINCE2 Agile will also be beneficial to those with governance responsibilities for projects using agile delivery approaches as well as those involved with programme and project support functions. It is a must-have certification for both project managers and non-project management professionals to deliver value to their employers and enhance their careers.

Learning Objectives: The certification will help you to:

1. Understand the basic concepts of common agile ways of working
2. Understand the purpose and context for combining PRINCE2® and the agile way of working
3. Understand PRINCE2 governance requirements clearly and comprehensively
4. Gain a broad range of knowledge of agile concepts and techniques including: Scrum, Kanban, Lean Start-up and Cynefin
5. Explore the interface between PRINCE2 and agile ways of working.
6. Be able to apply and evaluate the focus areas to a project in an agile context
7. Be able to fix and flex the six aspects of a project in an agile context
8. Be able to apply or tailor the PRINCE2 principles, themes, processes and management products to a project in an agile context

Course Name:
Managing Successful Programmes (MSP)
– Foundation

Course Information

Duration: 5 Days	Accreditor: AXELOS
Delivery Method: Classroom/Virtual	Exam Format: 1 Hour mcq exam with 60 questions
Available Languages: English	Exam Pass Grade: 60%

Course Description: MSP (Managing Successful Programmes), 5th edition is an established best practice programme management framework, designed to align programmes and projects to organisational strategy and enable enterprise agility. MSP focuses on the delivery of outcomes of benefit, while mitigating risk and actively engaging stakeholders. MSP consists of a set of principles, themes, and processes that provide a clear roadmap for the programme lifecycle, including larger, more strategic, complex, or multiple projects.

- The principles represent the characteristics of a successful programme.
- The governance themes allow organisations to put the right leadership, organisational structures, and controls in place.
- The processes provide a route through the lifecycle of a programme to deliver the new capability and desired outcomes.

Exam Prerequisites: N/A

Audience: MSP Foundation is invaluable for individuals who are interested in learning how to manage multiple projects and programmes successfully. It is designed to support programme or project managers, people working in a programme office, business change managers, and programme and project delivery team members who wish to gain a greater understanding of the MSP guidance to work more effectively in large scale project or programme environments.

Learning Objectives: The following concepts and objectives are tested in the exam-

1. Understand key concepts relating to programmes and MSP
2. Understand how the MSP principles underpin the MSP framework
3. Understand the MSP themes and how they are applied throughout the programme
4. Understand the MSP processes and how they are carried out throughout the program

Course Name:
Managing Successful Programmes (MSP)
– Practitioner

Course Information

Duration: 5 Days	Accreditor: AXELOS
Delivery Method: Classroom/Virtual	Exam Format: 150 Minutes objective testing open book exam with 70 questions
Available Languages: English	Exam Pass Grade: 60%

Course Description: MSP Practitioner is designed for project, programme and business change managers who want to apply the MSP framework to real-life scenarios. Practitioner is a must-have certification for both project and programme management professionals who need to deliver organisational value for their employers and to boost their careers.

Exam Prerequisites: Before sitting the Practitioner exam, you must first pass Foundation.

Audience: MSP Practitioner is designed for project, programme and business change managers who want to apply the MSP framework to real-life scenarios. Practitioner is a must-have certification for both project and programme management professionals who need to deliver organisational value for their employers and to boost their careers.

Learning Objectives: The MSP Practitioner course covers the following concepts and objectives:

1. Understand how to apply the MSP principles in context
2. Understand how to apply and tailor relevant aspects of the MSP themes in context
3. Understand how to apply and tailor relevant aspects of the MSP processes in context

Course Name:
Portfolio, Programme & Project Offices (P3O)
– Foundation

Course Information

Duration: 5 Days	Accreditor: AXELOS
Delivery Method: Classroom/Virtual	Exam Format: 60 minute MCQ exam with 75 questions
Available Languages: English	Exam Pass Grade: 50%

Course Description: A P3O model provides a decision-enabling/delivery support structure for all change within an organisation. This may be provided through a single permanent office which may exist under several different names, for example Portfolio Office, Centre of Excellence, Enterprise or Corporate Programme Office.

Exam Prerequisites: N/A

Audience: Members of offices within a P3O model or anyone who needs to understand the terminology and concepts underpinning P3O and those wishing to pursue higher level certifications.

Learning Objectives: The learning objectives of this course cover the following areas:

1. High-level P3O model and its component offices
2. Differences between Portfolio, Programme and Project Management
3. Key functions and services of a P3O
4. Reasons for establishing a P3O model
5. Differences between types of P3O model and the factors that influence selection of the most appropriate model
6. Processes to implement or re-energize a P3O
7. Tools and techniques used by a P3O
8. Purpose and major responsibilities of the defined roles

Course Name:
Portfolio, Programme & Project Offices (P3O)
– Practitioner

Course Information

Duration: 5 days	Accreditor: AXELOS
Delivery Method: Classroom/Virtual	Exam Format: 150 minute open book objective testing exam with 4 questions
Available Languages: English	Exam Pass Grade: 50 %

Exam Prerequisites: Portfolio, Programme & Project Offices (P3O) - Foundation

Audience: The qualification is aimed at those wanting to take an active role in any of the offices described in the P3O model. While it is particularly suited to candidates fulfilling the management, generic or functional roles described in Appendix A of the P3O guide, it will also be relevant to others who see the P3O model as a framework for a career path. A successful candidate will have an overall understanding of the elements, roles, functions and tools and techniques deployed in a generalised P3O model.

Learning Objectives: The learning objectives of this course cover the following areas:

1. High-level P3O model and its component offices
2. Differences between Portfolio, Programme and Project Management
3. Key functions and services of a P3O
4. Reasons for establishing a P3O model
5. Differences between types of P3O model and the factors that influence selection of the most appropriate model
6. Processes to implement or re-energize a P3O
7. Tools and techniques used by a P3O
8. Purpose and major responsibilities of the defined roles

Course Name:
Management of Portfolios (MoP)
– Foundation

Course Information

Duration: 5 days	Accreditor: AXELOS
Delivery Method: Classroom/Virtual	Exam Format: 40 Minute MCQ exam with 50 questions
Available Languages: English	Exam Pass Grade: 50%

Course Description: The purpose of the Foundation certification is to confirm that you have sufficient knowledge and understanding to work as an informed member of a Portfolio Office or in a range of portfolio management roles.

Exam Prerequisites: The Foundation certification is also a pre-requisite for the MoP Practitioner certification.

Audience: This certification is aimed at those involved in a range of formal and informal portfolio management roles including investment decision making, project and programme delivery, and benefits realisation. It is relevant to all those involved in the selection and delivery of business change initiatives including: members of Management Boards and Directors of Change; Senior Responsible Owners (SROs); Portfolio, Programme, Project, Business Change and Benefits managers; and business case writers and project appraisers.

Learning Objectives: The learning objectives of this course cover the following areas:

1. scope and objectives of portfolio management and how it differs from programme and
2. project management
3. benefits from applying portfolio management
4. context within which it operates
5. principles upon which successful portfolio management is based
6. approaches to implementation, the factors to consider in maintaining progress, and how to
7. assess the success of portfolio management

8. purposes of the portfolio management definition and delivery cycles and their component
9. practices, and relevant techniques applicable to each practice
10. purpose and key content of the major portfolio documents
11. scope of key portfolio management roles

Course Name:
Management of Value (MoV)
- Foundation

Course Information

Duration: 5 days	Accreditor: AXELOS
Delivery Method: Classroom/Virtual	Exam Format: 40 minute multiple choice exam with 50 questions
Available Languages: English	Exam Pass Grade: 50%

Course Description: MoV (Management of Value) is a collection of principles, processes, and techniques that will help your organisation to optimise the benefits of your portfolios, programmes, and projects. It combines with PRINCE2®, MoP®, MSP®, and M_o_R® and aligns with your strategic objectives to manage value for your organisation, customers, and stakeholders.

The MoV guidance explains how to use resources as efficiently and effectively as possible. At the portfolio level, it sets the agenda for the projects and programmes that will deliver your objectives. The agenda then defines the projects that will be undertaken to achieve your required outcomes.

The result is increased value, including significant monetary and non-monetary benefits for your organisation.

Audience: Management and staff in an organisation wishing to acquire an understanding of MoV, whether MoV is already embedded in their organisation or not. The PPM community, for whom the guide is aimed at those involved in directing, managing, supporting and delivering portfolios, programmes and projects. This includes senior management, programme managers, project managers, change managers and Project and Programme Office staff and their sponsors. Those who apply the methods in other PPM guides to build on and enhance the activities to maximise value and delivery of benefits.

Course Outline: At Foundation level, the candidate should understand the key principles and terminology within the MoV guidance. Specifically the candidate should be able to discuss and explain the items below.

1. The main processes and techniques used within MoV and the reasons for using them
2. How MoV may be applied at portfolio, programme, project and operational levels
3. The differences in applying MoV at different stages in a project and the expected

- outputs from a MoV Study at each stage
4. The circumstances under which MoV should be used
 5. The concept of value and how value may be improved
 6. The main benefits arising from the use of MoV
 7. Approaches for implementing MoV
 8. How to respond to external and internal influences
 9. The principles of embedding MoV into an organisation
 10. The key topics in document checklists, the toolbox, health check, organisational maturity and individual competence.

Course Name:
Management of Value (MoV)
– Practitioner

Course Information

Duration: 5 days	Accreditor: AXELOS
Delivery Method: Classroom/Virtual	Exam Format: 150 minute objective testing open book exam with 8 questions
Available Languages: English	Exam Pass Grade: 50%

Course Description: The Practitioner certification allows you to demonstrate an understanding of how to apply and tailor the MoV guidance and to analyse portfolio data, documentation and roles. You will be able to advise on the implementation of appropriate practices and techniques in a real world situation.

Exam Prerequisites: Management of Value (MoV) - Foundation

Audience: The MoV Practitioner certification is intended for three groups of people:

1. Management and staff in an organisation wishing to use MoV and whether MoV is already embedded in their organisation or not.
2. The PPM community, for whom the guide is aimed at those involved in directing, managing, supporting and delivering portfolios, programmes and projects. This includes senior management, programme managers, project managers, change managers and Project and Programme Office staff and their sponsors.
3. Those who apply the methods in other PPM guides to build on and enhance the activities to maximise value and delivery of benefits.

Learning Objectives: At Practitioner level the candidate should, in addition, be able to apply, analyse and interpret the guidance for a given scenario situation and, with limitations, be able to perform the functions described below:

1. Identify situations in which it is relevant to apply Management of Value (MoV) principles, processes and techniques; advocate appropriately to Senior Management the benefits of this application
2. Develop a plan of appropriate MoV activities for the whole lifecycle of small and large projects and programmes
3. Plan an MoV study, tailoring it to particular projects or programmes and developing practical study or workshop handbooks as required

4. Understand and articulate value in relation to organisational objectives
5. Prioritise value drivers using Function Analysis and use these to demonstrate how value might be improved
6. Quantify monetary and non-monetary value using the Value Index, Value Metrics and the Value for Money ratio
7. Describe and comment on the application of various techniques relevant to MoV
8. Monitor improvements in value realised throughout a project lifecycle and capture learning which can be transferred to future projects
9. Offer suggestions and guidance about embedding MoV into an organisation, including policy issues, undertake a health check, assess maturity and competence, and provide guidance on typical roles and responsibilities
10. Understand and articulate the uses of MoV within other Best Management Practice methods and its contributions to them

Course Name:
PMI Programme Management Professional,
PgMP

Course Information

Duration: 5 days	Accreditor: Project Management Institute
Delivery Method: Classroom/Virtual	Exam Format: 4 Hour 170 multiple-choice question exam
Available Languages: English	Exam Pass Grade:

Exam Prerequisites: N/A

Course Description: The PgMP certification recognizes advanced experience, skill and performance in the oversight of multiple, related projects and their resources aligned with an organisational objective. PgMP Certification holders oversee the success of a program — a way to group multiple, related projects to achieve benefits that may not be realised if the projects were managed in a stand-alone fashion.

As project managers advance in their careers, the experience they gain in managing multiple, related projects and making decisions that advance strategic and business objectives demonstrates this competence. As employers demand program managers who can support the strategic objectives of the organisation, PgMP certification holders will gain a distinct advantage in employment and promotional opportunities over their peers.

Audience: If you have the proven ability to manage multiple, related projects and navigate complex activities that span functions, organisations, regions or cultures and to align results with organisational goals, then you're a potential PgMP.

Course Outline: The PgMP certification course covers the following domains:

1. Strategic Program Management
2. Program Life Cycle
3. Benefits Management
4. Stakeholder Management
5. Governance

Course Name:
ISO 21500 Lead Project Manager

Course Information

Duration: 5 days	Accreditor: PECB
Delivery Method: Classroom/Virtual	Exam Format: 3 hours MCQ
Available Languages: English	Exam Pass Grade:

Exam Prerequisites: N/A

Audience: The ISO 21502 Lead Project Manager training course is intended for: Project managers, Project sponsors, Expert advisers, Project team members, Executives, managers, and directors involved in governance, direction, and audits of projects, Individuals seeking to thoroughly understand project management, Individuals aiming to start or advance their careers in project management

Learning Objectives: By the end of this training course, participants will be able to:

1. Explain the fundamental concepts, approaches, and methodologies regarding project management
2. Implement integrated project management practices based on ISO 21502 when undertaking a project
3. Implement individual project management practices based on ISO 21502 when undertaking project activities

Course Description: The PECB ISO 21502 Lead Project Manager training course helps you develop the necessary competencies for initiating, planning, monitoring, directing, controlling, and closing a project based on the guidelines of ISO 21502.

In addition to providing the theoretical background on project management, the training course offers practical examples and quizzes that will help you apply the knowledge gained in real-life scenarios.

Course Outline: The exam covers the following competency domains:

1. Fundamental principles and concepts of project management
2. Integrated project management practices
3. Individual management practices for a project

Course Information

Duration: 5 days	Accreditor: PMI
Delivery Method: Classroom/Virtual	Exam Format: 115-question, multiple-choice exam.
Available Languages: English	Exam Pass Grade:

Course Description: If you are a project manager, risk manager, functional manager or C-suite executive, PMI-RMP certification sets you apart. If you have advanced knowledge and experience in risk management, or if you are a project manager focused on project risk management, including for large projects in complex environments, then the PMI-RMP® is an excellent choice for you. PMI-RMP certification positions you to:

1. Identify problems before they occur.
2. Assess project risks.
3. Mitigate threats.
4. Maximise results and meet deadlines.
5. Leverage – and even cause – opportunities.
6. Save resources for your project and your organisation.

Exam Prerequisites: N/A

Course Outline: The course covers the following domains:

1. Risk Strategy and Planning
2. Risk Identification
3. Risk Analysis
4. Risk Response
5. Monitor and Close Risks



RISK MANAGEMENT, INFORMATION SECURITY, INFORMATION ASSURANCE AND CYBERRESILIENCE COURSES

Course Name:
ISO 31000 Certified Risk Manager

Course Information

Duration: 5 days	Accreditor: PECB
Delivery Method: Classroom/Virtual	Exam Format: 2 hour Open book mcq exam with 60 questions
Available Languages: English, Spanish French	Exam Pass Grade:

Course Description: ISO 31000 is an international standard that provides guidelines on managing any type of risk in any business activity. The standard provides guidelines on principles, risk management framework, and application of the risk management process. ISO 31000 is applicable to organisations of all types and sizes who seek to integrate risk management into business functions. It covers the risk management principles which are the foundation for managing risk, and guides organisations in developing a risk management framework by:

- Integrating risk management into organisational structures
- Designing a framework for managing risk that fits the organisation's context
- Implementing the risk management framework
- Evaluating the effectiveness and continually improve the suitability and adequacy of the risk management framework
- Demonstrating leadership and commitment (top management)

Course Outline: The content of the exam is divided into three domains:

1. Fundamental concepts and principles of risk management
2. Establishing the risk management framework
3. Application of the risk management process

Exam Prerequisites: N/A

Audience: This training course is suitable for anyone who wants to expand their understanding of risk management and implement the ISO 31000 standard within an organisation successfully. However, it will be much more beneficial for:

- Risk Managers
- Compliance Managers
- Finance Managers

Course Name:
ISO 27001 (Information Security Management Systems)

Course Information

Duration: 5 Days	Accreditor: PECB
Available Languages: English	Exam Pass Grade:

Exam Prerequisites: N/A

Course Description: ISO/IEC 27001 provides requirements for organisations seeking to establish, implement, maintain and continually improve an information security management system. This framework serves as a guideline towards continually reviewing the safety of your information, which will exemplify reliability and add value to services of your organisation.

Audience: This course is intended for professionals who are involved in information security.

However, it is more beneficial for:

- IT Managers
- Security Officers
- Risk Managers
- Compliance Officers

Course Outline: The training course will cover the following modules:

1. Introduction to ISO 27001
2. Information Security
3. Context of the Organisation
4. Leadership
5. Planning
6. Support
7. Operations

Course Name:
ISO 22301 (Business Continuity Management System)

Course Information

Duration: 5 Days	Accreditor: PECB
Delivery Method: Classroom/Virtual	Exam Format:
Available Languages: English	Exam Pass Grade:

Exam Prerequisites: N/A

Course Description: As an international standard for Business Continuity Management System, the ISO 22301 is designed to protect, reduce the likelihood of occurrence, prepare for, respond to, and recover from disruptive incidents when they arise. With a Business Continuity Management System, your organisation is prepared to detect and prevent threats. ISO 22301 enables you to respond effectively and promptly based on the procedures that apply before, during and after the event. Implementing a Business Continuity plan within your organisation means that you are prepared for the unexpected. Business Continuity Plan assures you that your organisation will continue to operate without any major impacts and losses.

Audience: This course is intended for the following professionals:

- Managers and consultants seeking to know more about business continuity
- Professionals wishing to get acquainted with ISO 22301 requirements for a BCMS
- Individuals engaged in or responsible for business continuity activities in their organisation
- Individuals wishing to pursue a career in business continuity

Learning Objectives: This course enables participants to describe the business continuity management concepts, principles, and definitions, Explain the main ISO 22301 requirements for a business continuity management system (BCMS) and Identify approaches and techniques used for the implementation and management of a BCMS

Course Outline: The exam covers the following competency domains:

1. Fundamental principles and concepts of a business continuity management system (BCMS)
2. Business continuity management system (BCMS)

Course Name:
Management of Risk (M_o_R) – Foundation

Course Information

Duration: 5 Days	Accreditor: AXELOS
Delivery Method: Classroom/Virtual	Exam Format: 60 minute MCQ Exam with 70 questions
Available Languages: English	Exam Pass Grade: 50%

Exam Prerequisites: N/A

Audience: The Foundation certification is aimed at:

- Business Change Managers
- Programme and Project Managers
- Risk Managers
- Business and Programme and Project Support staff and managers
- Operational staff and managers
- Staff and managers from other disciplines, particularly those responsible for establishing standards and/or integrating them with MoP® portfolio management, MSP® programme management and PRINCE2® project management.

Course Description: M_o_R Foundation is suitable for any organisation or individual seeing the need for guidance on a controlled approach to identification, assessment and control risk at strategic, programme, project and operational perspectives.

Course Outline: The M_o_R Foundation course consists of ten sessions which covers the principles, approach, processes, embedding & reviewing and perspectives of the Management of Risk guidance. The course also looks at Risk Health Checks, the Management of Risk Maturity Model and Risk Management Specialisms.

**Course Name:
Resilia**

Course Information

Duration: 3 Days	Accreditor: AXELOS
Delivery Method: Classroom/Virtual	Exam Format: 100 minutes 50 question MCQ exam
Available Languages: English	Exam Pass Grade: 65%

Exam Prerequisites: N/A

Audience: The qualification is aimed at professionals with responsibility for IT and security functions or risk and compliance operations within an organisation. Other core business areas including HR, Finance, Procurement, Operations and Marketing, will also benefit from having cyber resilience expertise within their teams, often including a local champion or mentor for all staff to refer to.

Course Description: The RESILIA Foundation certification provides an introduction to the key terms and benefits associated with cyber resilience and will enable you to demonstrate you understand and recognize best practice and know how to manage and address cyber risks.

RESILIA certification will help you to:

- Design and deliver cyber resilient strategies and services across your organisation in line with your business needs
- Integrate cyber resilience into your existing systems and processes
- Establish a common language for cyber resilience across your organisation
- Minimise the damage from a security breach and enable speedy response and recovery.

Course Outline: The RESILIA certification course covers the following domains:

1. Understand the purpose, benefits and key terms of cyber resilience
2. Understand the purpose of risk management and the key activities needed to address risks and opportunities
3. Understand the purpose of a management system and how best practices and standards can contribute
4. Understand the purpose of cyber resilience strategy, the associated control objectives

- and their interactions with ITSM activities
5. Understand the purpose of cyber resilience design, the associated control objectives and their interactions with ITSM activities
 6. Understand the purpose of cyber resilience transition, the associated control objectives and their interactions with ITSM activities
 7. Understand the purpose of cyber resilience operation, the associated control objectives and their interactions with ITSM activities
 8. Understand the purpose of cyber resilience continual improvement, the associated control objectives and their interactions with ITSM activities
 9. Understand the purpose and benefits of segregation of duties and dual controls

Course Name:
CISA Boot Camp and Exam Preparatory

Course Information

Duration: 5 Days	Accreditor: ISACA
Delivery Method: Classroom/Virtual	Exam Format: 4 Hour MCQ exam with 150 questions
Available Languages: English	Exam Pass Grade: 450 (out of 800)

Exam Prerequisites: N/A

Audience: Entry to mid-level IT pros , IT and internal auditors who audit for information security compliance, Any role that is engaged in risk and compliance

Learning Objectives: CISA can showcase your expertise and assert your ability to apply a risk-based approach to planning, executing and reporting on audit engagements.

Course Description: Certified Information Systems Auditor® (CISA®), a globally respected designation for experienced IS audit, control and security professionals.

Course Outline: The course covers 5 job practice domains, all testing your knowledge and ability on real-life job practices leveraged by expert professionals:

1. Information Systems Auditing Process
2. Governance & Management Of Information Technology
3. Information Systems Acquisition, Development & Implementation
4. Information Systems Operations & Business Resilience
5. Protection Of Information Assets

Course Name:
CISM Boot Camp and Exam Preparatory

Course Information

Duration: 5 Days	Accreditor: ISACA
Delivery Method: Classroom/Virtual	Exam Format: 4 hours (240 minutes), 150 multiple choice questions
Available Languages: English	Exam Pass Grade: 450 (out of 800)

Exam Prerequisites: N/A

Audience: Technical experts looking to strategic management positions

Course Description: Designed for those who manage, design, oversee and assess an enterprise's information security function. Earning a CISM certification may help demonstrate your proficiency in information security and your advanced skills and knowledge of how security fits into business goals. As a CISM-certified professional, you'll be able to design, implement, and manage an organisation's security network. You'll also be tasked with identifying possible threats and reducing damage in case of security breaches.

Course Outline: The Course covers four domains of knowledge:

1. Information Security Governance
2. Information Security Risk Management
3. Information Security Program
4. Incident Management

Course Name:
**Certified in Risk and Information Systems Control
(CRISC) Bootcamp and Exam Preparatory**

Course Information

Duration: 5 Days	Accreditor: ISACA
Delivery Method: Classroom/Virtual	Exam Format: 4 hours (240 minutes), 150 multiple choice questions
Available Languages: English	Exam Pass Grade: 450 (out of 800)

Exam Prerequisites: N/A

Audience: The CRISC designation is a great option for practitioners involved in IT risk management (ITRM) through developing, implementing and maintaining appropriate information systems (IS) controls and mitigating threats using governance best practices and continuous risk monitoring and reporting. Most are mid-career security professionals tasked with IT/IS audits to build upon their existing knowledge and experience in identifying, evaluating and prioritising risks in real-world situations.

Course Description: CRISC (Certified Information Security Manager) certification enables individuals to acquire the necessary skills to design and administer an organisation's information security system. It is one of the primary requirements for candidates interested in chalking their careers in information security in big IT firms.

Course Outline: The course covers the following domains:

1. Governance
2. IT Risk Assessment
3. Risk Response and Reporting
4. Information Technology and Security

Course Name:
CISSP Boot Camp and Exam Preparatory

Course Information

Duration: 5 Days	Accreditor: ISC2
Delivery Method: Classroom/Virtual	Exam Format:
Available Languages: English	Exam Pass Grade:

Exam Prerequisites: N/A

Audience: The CISSP is ideal for experienced security practitioners, managers and executives interested in proving their knowledge across a wide array of security practices and principles, including those in the following positions:

- Chief Information Security Officer
- Chief Information Officer
- Director of Security
- IT Director/Manager
- Security Systems Engineer
- Security Analyst
- Security Manager
- Security Auditor
- Security Architect
- Security Consultant
- Network Architect

Course Description: A CISSP professional maintains an organisation's IT security systems, securing data against external threats. Responsibilities may also include running security audits, gathering data on security performance, managing teams of IT security professionals and creating security reports for stakeholders

Course Outline: The eight domains covered in this course are

1. Security and risk management
2. Asset security
3. Security architecture and engineering
4. Communication and network security
5. Identity and access management (IAM)
6. Security assessment and testing
7. Security operations
8. Software development security

Course Name:
ISO 27032 Lead Cybersecurity Manager

Course Information

Duration: 5 days	Accreditor: PECB
Delivery Method: Classroom/Virtual	Exam Format: 3 Hour Exam
Available Languages: English	Exam Pass Grade:

Exam Prerequisites:

Audience: Cybersecurity professionals, Information Security experts , Professionals seeking to manage a Cybersecurity program, Individuals responsible to develop a Cybersecurity program, IT specialists, Information Technology expert advisors, IT professionals looking to enhance their technical skills and knowledge

Learning Objectives: The course covers the following learning objectives:

- Acquire comprehensive knowledge on the elements and operations of a Cybersecurity Program in conformance with ISO/IEC 27032 and NIST Cybersecurity framework
- Acknowledge the correlation between ISO 27032, NIST Cybersecurity framework and other standards and operating frameworks
- Master the concepts, approaches, standards, methods and techniques used to effectively set up, implement, and manage a Cybersecurity program within an organisation
- Learn how to interpret the guidelines of ISO/IEC 27032 in the specific context of an organisation
- Master the necessary expertise to plan, implement, manage, control and maintain a Cybersecurity Program as specified in ISO/IEC 27032 and NIST Cybersecurity framework
- Acquire the necessary expertise to advise an organisation on the best practices for managing Cybersecurity

Course Description: The international standard ISO/IEC 27032 is intended to emphasise the role of different securities in the Cyberspace, regarding information security, network and internet security, and critical information infrastructure protection (CIIP). ISO/IEC 27032 as an international standard provides a policy framework to

address the establishment of trustworthiness, collaboration, exchange of information, and technical guidance for system integration between stakeholders in cyberspace.

Course Outline: The exam covers the following competency domains:

1. Fundamental principles and concepts of Cybersecurity
2. Roles and responsibilities of stakeholders
3. Cybersecurity Risk Management
4. Attack mechanisms and Cybersecurity controls
5. Information sharing and coordination
6. Integrating Cybersecurity Program in Business Continuity Management
7. Cybersecurity incident management and performance measurement

Course Name:
ISO 27017 Lead Cloud Security Manager

Course Information

Duration: 5 Days	Accreditor: PECB
Delivery Method: Classroom/Virtual	Exam Format: 3 Hours
Available Languages: English	Exam Pass Grade:

Exam Prerequisites:

Audience: This course is targeted towards the following candidates: Cloud security and information security professionals seeking to manage a cloud security program , Managers or consultants seeking to master cloud security best practices, Individuals responsible for maintaining and managing a cloud security program, Technical experts seeking to enhance their cloud security knowledge , Cloud security expert advisors

Learning Objectives: This course covers the following learning objectives:

1. Gain a comprehensive understanding of the concepts, approaches, methods, and techniques used for the implementation and effective management of a cloud security program
2. Acknowledge the correlation between ISO/IEC 27017, ISO/IEC 27018, and other standards and regulatory frameworks
3. Gain the ability to interpret the guidelines of ISO/IEC 27017 and ISO/IEC 27018 in the specific context of an organisation
4. Develop the necessary knowledge and competence to support an organisation in effectively planning, implementing, managing, monitoring, and maintaining a cloud security program
5. Acquire the practical knowledge to advise an organisation in managing a cloud security program by following best practices

Course Description: The Lead Cloud Security Manager training course enables participants to develop the competence needed to implement and manage a cloud security program by following widely recognized best practices.

Course Outline: The course covers the following domains:

1. Fundamental principles and concepts of cloud computing

2. Information security policy for cloud computing and documented information management
3. Cloud computing security risk management
4. Cloud-specific controls based on ISO/IEC 27017 and ISO/IEC 27018 and best practices
5. Cloud security awareness, training, roles, and responsibilities
6. Cloud security incident management
7. Cloud security testing, monitoring, and continual improvement

Course Name:
GDPR - Certified Data Protection Officer

Course Information

Duration: 5 Days	Accreditor: PECB
Delivery Method: Classroom/Virtual	Exam Format: 3 Hours
Available Languages: English	Exam Pass Grade:

Exam Prerequisites: N/A

Course Description: Develop the competencies and knowledge necessary to lead all the processes to comply with the requirements of the General Data Protection Regulation (GDPR) in an organisation

Audience: This course is ideal for the following professionals - Managers or consultants seeking to prepare and support an organisation in planning, implementing, and maintaining a compliance program based on the GDPR, DPOs and individuals responsible for maintaining conformance with the GDPR requirements, Members of information security, incident management, and business continuity teams, Technical and compliance experts seeking to prepare for a data protection officer role, ,Expert advisors involved in the security of personal data

Learning Objectives:

1. Understand the concepts of the GDPR and interpret its requirements
2. Understand the content and the correlation between the General Data Protection Regulation and other regulatory frameworks and applicable standards, such as ISO/IEC 27701 and ISO/IEC 29134
3. Acquire the competence to perform the role and daily tasks of the data protection officer in an organisation
4. Develop the ability to inform, advise, and monitor compliance with the GDPR and cooperate with the supervisory authority

Course Outline: The exam covers the following competency domains:

1. Data protection concepts, General Data Protection Regulation (GDPR), and compliance measures
2. Roles and responsibilities of accountable parties for the GDPR compliance
3. Technical and organisational measures for data protection

Course Name:
**Certified Data Privacy Solutions Engineer
(CDPSE)**

Course Information

Duration: 5 Days	Accreditor: ISACA
Delivery Method: Classroom/Virtual	Exam Format: 3.5 hours (210 minutes), 120 multiple choice question
Available Languages: English	Exam Pass Grade:

Exam Prerequisites: N/A

Audience: Designed for those experienced in the governance, architecture, and lifecycle of data privacy at a technical level.

Course Description: Certified Data Privacy Solutions Engineer® (CDPSE®) is focused on validating the technical skills and knowledge it takes to assess, build and implement comprehensive data privacy measures. CDPSE holders help fill the technical privacy skills gap so that your organisation has competent privacy technologists to build and implement solutions that mitigate risk and enhance efficiency.

Course Outline: This course covers the following domains of knowledge:

1. Privacy Architecture
2. Privacy Governance
3. Data Lifecycle

Course Name:
IT Risk Fundamentals

Course Information

Duration: 5 Days	Accreditor: ISACA
Delivery Method: Classroom/Virtual	Exam Format: online, remotely proctored 2-hour exam blends both knowledge (multiple choice) and performance-based questions set in a virtual lab environment.
Available Languages: English	Exam Pass Grade: 65% or higher

Exam Prerequisites: N/A

Audience: Risk Specialists, Teams & Individuals Looking To Upskill, Professionals New To Risk

Learning Objectives: After taking this course, you should be able to:

1. Explain the basic terms and concepts of Risk Management as it applies to I&T risk.
2. Describe the purpose, objectives and importance of risk governance and risk management.
3. Summarise the risk management process and workflow.
4. Describe the relationship between assets, risk factors, threats, and vulnerabilities
Describe the use and benefits of risk scenarios
5. Explain the process and methods used to complete risk identification.
6. Describe elements and steps necessary to complete risk assessment and analysis
7. Detail the risk response process and options available.
8. Outline the importance of an ongoing risk monitoring process and a proactive and continuous approach to risk management.

Course Description: IT Risk Fundamentals Certificate covers the principles of IT risk management, the responsibilities and accountability for IT risk, how to build risk awareness and how to communicate risk.

Course Outline: The course covers the following domains:

1. Risk Assessment and Analysis
2. Risk Monitoring, Reporting and Communication
3. Risk Identification
4. Risk Response
5. Risk Governance and Management
6. Risk Intro and Overview

Course Name:
Data Science Fundamentals

Course Information

Duration: 5 Days	Accreditor: ISACA
Delivery Method: Classroom/Virtual	Exam Format: The online, remotely proctored 2-hour exam with 60 questions blends both knowledge (multiple choice) and performance-based questions set in a virtual lab environment.
Available Languages: English	Exam Pass Grade: 65%

Exam Prerequisites: N/A

Audience: Teams & Individuals Looking To Upskill

Learning Objectives: ISACA's performance-based Data Science Fundamentals certificate from the ITCA® certification stack can enable you to:

- Practice and utilise key data analysis skills and concepts to make informed business decisions.
- Establish foundational knowledge of key data science fundamentals, including data characteristics, types, uses and structures, data management systems, concepts and procedures of data management, and more.
- Strengthen your resume and increase your visibility to recruiters in the field of data science.

Course Description: Learn how to use data to make informed business decisions, honing your ability to extract information from data sets and understand key data analysis concepts. You'll be able to explain data characteristics, types, uses, and structures, define different data management systems, and talk to the basic concepts and procedures for data governance.

Course Outline: The course covers the following domains of knowledge:

1. Data Science Process
2. Data Science Concepts
3. Data Management

Course Name:
Cloud Fundamentals Certificate

Course Information

Duration: 5 Days	Accreditor: ISACA
Delivery Method: Classroom/Virtual	Exam Format: The online, remotely proctored 2-hour exam with 60 questions blends both knowledge (multiple choice) and performance-based questions set in a virtual lab environment.
Available Languages: English	Exam Pass Grade: 65%

Exam Prerequisites: N/A

Audience: Teams & Individuals Looking To Upskill

Course Description: IT professionals increasingly need to understand the cloud as it has proven crucial in connecting businesses to critical data and services remotely. With Cloud Fundamentals, you'll learn how to assess risks, ensure security, implement effective governance of services and providers, and optimise potential in the cloud. Cloud Fundamentals instructs through a hybrid learning approach to help you build an understanding of cloud computing principles, concepts, governance, security and service support. Learn how the cloud connects vital services and data remotely to allow businesses worldwide to achieve digital transformation and increased agility.

Course Outline: The course covers the four domains of knowledge :

1. Cloud Computing Principles & Concepts
2. Cloud Governance
3. Cloud Service Support
4. Ability to Use Open-Source Cloud Technologies

Course Name:
Cybersecurity Fundamentals Certificates

Course Information

Duration: 5 Days	Accreditor: ISACA
Delivery Method: Classroom/Virtual	Exam Format: The online, remotely proctored 2-hour exam with 60 questions blends both knowledge (multiple choice) and performance-based questions set in a virtual lab environment.
Available Languages: English	Exam Pass Grade: 65%

Exam Prerequisites: N/A

Audience: Teams & Individuals Looking To Upskill

Course Description: Cybersecurity Fundamentals certificate candidates demonstrate their understanding of the principles that frame and define cybersecurity, and the integral role of cybersecurity professionals in protecting enterprise data and infrastructure. Cybersecurity Fundamentals offers hybrid knowledge and hands-on learning. Gain insight into the principles of data and technologies that frame and define cybersecurity, its language and the integral role of cybersecurity professionals in protecting enterprise data and infrastructure.

Course Outline: Domains covered in exam include:

1. Security Operations and Response
2. Securing Assets
3. Information Security Fundamentals
4. Threat Landscape

Course Name:
Blockchain Fundamentals

Course Information

Duration: 5 Days	Accreditor: ISACA
Delivery Method: Classroom/Virtual	Exam Format: The online, remotely proctored 2-hour exam with 60 questions blends both knowledge (multiple choice) and performance-based questions set in a virtual lab environment.
Available Languages: English	Exam Pass Grade: 65%

Exam Prerequisites: N/A

Audience: Teams & Individuals Looking To Upskill

Course Description: Blockchain Fundamentals utilises a hybrid learning approach to help you build and demonstrate an understanding of blockchain concepts, usage and considerations. Learn how to leverage your in-demand knowledge and ability in blockchain to elevate your IT career. With Blockchain Fundamentals, you'll learn what's essential to show an understanding of what is considered the most significant technological innovation since the internet.

Course Outline: The course covers the following domains of knowledge:

1. Blockchain Principles & Concepts
2. Ability to Apply Technologies Essential to Leveraging Blockchain
3. Blockchain Usage & Considerations

Course Name:
IoT Fundamentals Certificates

Course Information

Duration: 5 Days	Accreditor: ISACA
Delivery Method: Classroom/Virtual	Exam Format: The online, remotely proctored 2-hour exam with 60 questions blends both knowledge (multiple choice) and performance-based questions set in a virtual lab environment.
Available Languages: English	Exam Pass Grade: 65%

Exam Prerequisites: N/A

Audience: Teams & Individuals Looking To Upskill

Course Description: IoT Fundamentals instructs through a hybrid learning approach to enable you to advance and prove your practical skills in applying technologies needed to leverage IoT. Learn how to advise enterprises on IoT use, potential rewards and implications to properly understand the opportunities and risks it brings. With IoT Fundamentals, you'll learn how to assess the risks, governance, control settings and outside security threats accompanying this evolving technology.

Course Outline: The course covers the following domains of knowledge:

1. IoT-Enabled Technologies in Business Applications
2. IoT Principles & Concepts
3. Ability to Use IoT Operating Systems & Applications

Course Name:
Computing Fundamentals Certificate

Course Information

Duration: 5 Days	Accreditor: ISACA
Delivery Method: Classroom/Virtual	Exam Format: The online, remotely proctored 2-hour exam with 60 questions blends both knowledge (multiple choice) and performance-based questions set in a virtual lab environment.
Available Languages: English	Exam Pass Grade: 65%

Exam Prerequisites: N/A

Audience: Teams & Individuals Looking To Upskill

Course Description: The Computing Fundamentals Certificate, enhances and validates your understanding of basic computing and data concepts, as well as introductory concepts of networking, virtualization and security. Computing Fundamentals will help you build a base-level knowledge and skill set through a hybrid learning approach of information technology (IT)—specifically in the areas of basic computing, networks, virtualization and security. Expand and prove your understanding of how computers are used to gather, store, process and synthesise data—especially across networks.

Course Outline: The course covers the following domains of knowledge:

1. Computing Basics
2. Networking
3. Security
4. Virtualization

Course Name:
Networks & Infrastructure Fundamentals
Certificate

Course Information

Duration: 5 Days	Accreditor: ISACA
Delivery Method: Classroom/Virtual	Exam Format: The online, remotely proctored 2-hour exam with 60 questions blends both knowledge (multiple choice) and performance-based questions set in a virtual lab environment.
Available Languages: English	Exam Pass Grade: 65%

Exam Prerequisites: N/A

Audience: Teams & Individuals Looking To Upskill

Course Description: Networks and Infrastructure Fundamentals offers you the opportunity to build a base-level knowledge and skills of the key concepts and terminology of computer networks and internets, network and infrastructure standards, protocols and models, basic network components, topologies, functions, and processes. You'll be able to explain simple and complex networks, security, remote access and network virtualization. With our Networks and Infrastructure Fundamentals Certificate you'll be able to enhance and validate your understanding of network architecture, infrastructure, and components, in addition to the basic language of networking.

Course Outline: The course covers the following domains of knowledge:

1. Connection and Layers
2. Network Architecture and Components
3. Network Infrastructure
4. Language of Networking

Course Name:
Software Development Fundamentals
Certificate

Course Information

Duration: 5 Days	Accreditor: ISACA
Delivery Method: Classroom/Virtual	Exam Format: The online, remotely proctored 2-hour exam with 60 questions blends both knowledge (multiple choice) and performance-based questions set in a virtual lab environment.
Available Languages: English	Exam Pass Grade: 65%

Exam Prerequisites: N/A

Audience: Teams & Individuals Looking To Upskill

Course Description: Learn the key concepts and principles of software development through a hybrid of knowledge-based lessons and hands-on training labs. You'll gain insight into software development methodologies, concepts, standards, and basics and be able to demonstrate your knowledge of basic software development principles and concepts, software languages, programming, and the software development lifecycle (SDLC).

Course Outline: This course covers the following domains of knowledge:

1. Software Development
2. Software Development Life Cycle (SDLC)
3. Software Languages

Course Name:
Certificate of Cloud Auditing Knowledge
(CCAK)

Course Information

Duration: 5 Days	Accreditor: ISACA
Delivery Method: Classroom/Virtual	Exam Format: The online, remotely proctored 2-hour exam consists of 76 multiple-choice questions.
Available Languages: English	Exam Pass Grade: 70%

Exam Prerequisites: N/A

Audience: Internal And External Assessors And Auditors, Compliance Managers, Security Analysts & Architects And Procurement Officers

Course Description: Developed by ISACA and Cloud Security Alliance® (CSA), the Certificate of Cloud Auditing Knowledge is the first-ever technical, vendor-neutral credential for cloud auditing. It prepares IT professionals to address the unique challenges of auditing the cloud; ensuring the right controls for confidentiality, integrity and accessibility; and mitigating risks and costs of audit management and non-compliance. CCAK™ is the first-ever, technical, vendor-neutral credential for cloud auditing. This certificate fills a gap in the industry for competent technical professionals who can help organisations mitigate risks and optimise ROI in the cloud.

Course Outline: This course covers nine domains of knowledge and critical functions:

1. Cloud Governance
2. Cloud Compliance Program
3. CCM and CAIQ: Goals, Objectives, and Structure
4. A Threat Analysis Methodology for Cloud Using CCM
5. Evaluating a Cloud Compliance Program
6. Cloud Auditing
7. CCM: Auditing Controls
8. Continuous Assurance and Compliance
9. STAR Program

Course Information

Duration: 5 Days	Accreditor: ISACA
Delivery Method: Classroom/Virtual	Exam Format: The online, remotely proctored 2-hour exam with 60 questions blends both knowledge (multiple choice) and performance-based questions set in a virtual lab environment.
Available Languages: English	Exam Pass Grade: 65%

Exam Prerequisites: N/A**Audience:** Teams & Individuals Looking To Upskill

Course Description: AI focuses on building smart machines capable of performing tasks that typically require humans and is drastically increasing in demand as it continues to change the future of virtually every field of technology. With AI Fundamentals, you'll learn how understanding AI's risks and potential can fast-track your career. AI Fundamentals instructs through a hybrid learning approach to help you build an understanding of AI concepts, principles and uses. Learn how to utilise essential software and algorithms to leverage AI's applications and potential to streamline your career by automating complex tasks.

Course Outline: The course covers the following domains of knowledge:

1. AI Principles, Concepts & Potential Uses
2. Essential Software & Algorithms for AI Applications & Possibilities
3. AI Associated Risks & Ethical Requirements

Course Name:
Cybersecurity Audit Certificate

Course Information

Duration: 5 Days	Accreditor: ISACA
Delivery Method: Classroom/Virtual	Exam Format: Online, remotely proctored 2-hour exam consists of 75 multiple-choice questions.
Available Languages: English	Exam Pass Grade: 65%

Exam Prerequisites: N/A

Audience: This course is targeted towards- Audit/Assurance Professionals, It Risk Professionals, Teams & Individuals Looking To Upskill

Course Description: The Cybersecurity Audit Certificate provides audit/assurance professionals with the skills and knowledge needed to excel in audit cybersecurity processes, policies and tools, helping to ensure their organisation has the infrastructure needed to prevent cyberthreats. This certificate also provides IT risk professionals with an understanding of cyber-related risk and mitigation controls. The Cybersecurity Audit Certificate program covers four key areas: cybersecurity and audit's role, cybersecurity governance, cybersecurity operations, and specific technology topics to help advance your understanding of cyber-related risk and ability to prepare for and perform cybersecurity audits.

Course Outline: This course covers the following domains of knowledge:

1. Security Frameworks & Best Practices
2. Threat Assessment & Management
3. Authorization Processes & Governance
4. Asset, Configuration, Change & Patch Management Practices
5. Enterprise Identity & Information Access Management
6. Cyber & Legal Regulatory Requirements

**Course Name:
NIST Cyber Security Professional (NCSP®)**

Course Information

Duration: 5 days	Accreditor: APMG
Delivery Method: Classroom/Virtual	Exam Format: 60 Minute 40 Questions exam
Available Languages: English	Exam Pass Grade: 60%

Exam Prerequisites: N/A

Audience: For IT, Business and Cyber Security professionals who will play an active or passive role in engineering, operationalizing and continually improving an organisation's NIST-CSF program and those looking for a baseline knowledge of the NIST-CSF who are considering a career in cybersecurity.

Course Description: The NCSP® accredited certification training programs leverage guidance from NIST, ISO, and industry thought leaders to teach organisations of any size how to build a culture-driven, adaptive, cyber-resilient digital business capable of Creating, Protecting, and Delivering (CPD) digital business value. This NCSP® Foundation Certificate course is designed to teach IT, Business and Cybersecurity professionals the fundamentals of digital transformation, cyber security risk management and the NIST Cybersecurity Framework (NIST-CSF). This Foundation training course outlines current cybersecurity challenges and explains how organisations who operationalize a NIST-CSF program across an enterprise and its supply chain can mitigate these challenges.

Course Outline: The course covers the following domains of knowledge-

1. Digital Evolution: What it means to become digital
2. Understanding the Evolving Threat landscape
3. Understanding Cyber Risk
4. What is the NIST Cybersecurity Framework?
5. What are the core functions, categories and subcategories of the NIST Cybersecurity Framework?
6. How to Implement tiers and profiles
7. Beyond the framework: How an organisation can adopt the NIST Cybersecurity Framework

Course Name:
Human Resources Security (ISO 27002)
Foundation

Course Information

Duration: 5 Days	Accreditor: PECB
Delivery Method: Classroom/Virtual	Exam Format:
Available Languages: English	Exam Pass Grade:

Exam Prerequisites: N/A

Audience: This training course is intended for:

1. Managers and consultants seeking to know more about information security controls of ISO/IEC 27002
2. Professionals engaged in or responsible for information security management
3. Individuals seeking to gain knowledge about the main processes of an information security management system and information security controls
4. Individuals interested to pursue a career in information security

Course Description: ISO/IEC 27002 Foundation training course enables participants to learn the basic concepts related to the implementation and management of information security controls based on the guidelines of ISO/IEC 27002. Through this training course, participants will be able to identify the information security controls of ISO/IEC 27002 that are categorised into four themes: organisational, people, physical, and technological. The training course also provides information on how ISO/IEC 27002 is related with other standards, such as ISO/IEC 27001 and ISO/IEC 27003.

Course Outline: The course enables the participants to:

1. Explain the fundamental concepts of information security, cybersecurity, and privacy based on ISO/IEC 27002
2. Discuss the relationship between ISO/IEC 27001, ISO/IEC 27002, and other standards and regulatory frameworks
3. Interpret the ISO/IEC 27002 organisational, people, physical, and technological controls in the specific context of an organisation



SERVICE MANAGEMENT AND IT OPERATIONS COURSES

**Course Name:
ITIL 4 Foundation**

Course Information

Duration: 3-5 Days	Accreditor: AXELOS
Delivery Method: Classroom/Virtual	Exam Format: 60 Minutes MCQ exam with 40 questions
Available Languages: English	Exam Pass Grade: 65%

Exam Prerequisites: Before sitting a Managing Professional or Strategic Leader exam, you must first pass Foundation level exams.

Audience: ITIL 4 Foundation is for anyone who needs to understand the key concepts of IT and digital service delivery, and who is interested in helping their organisation embrace the new service management culture. It is for professionals at the start of their ITIL 4 journey or people looking to update their existing ITIL knowledge.

Course Description: IT service management (ITSM) is a concept that enables an organisation to maximise business value from the use of information technology.

ITSM positions IT services as the key means of delivering and obtaining value, where an internal or external IT service provider works with business customers, at the same time taking responsibility for the associated costs and risks. ITSM works across the whole lifecycle of a service, from the original strategy, through design, transition and into live operation. To ensure sustainable quality of IT services, ITSM establishes a set of practices, or processes, constituting a service management system.

There are industrial, national and international standards for IT service management, setting up requirements and good practices for the management system.

ITSM is based on a set of principles, such as focusing on value and continual improvement. It is not just a set of processes – it is a cultural mindset to ensure that the desired outcome for the business is achieved. It incorporates principles and practices from various management approaches, such as lean manufacturing, organisational change management, system analysis and risk management.

The ITIL 4 certification scheme can be adapted to the learning requirements of the

individual and the organisation. It uses a modular, tiered approach to allow you to develop a comprehensive view of service management or to focus on specific areas of knowledge. ITIL is a best practice framework that gives guidance on how ITSM can be delivered. Although there are several frameworks and standards that describe IT service management, ITIL is by far the most widely adopted and recognized globally.

Learning Objectives: ITIL 4 can help you to:

1. understand how IT impacts strategy and how professionals can utilise the four dimensions of service management in a wider business context
2. use the guiding principles to navigate change, streamline work and introduce flexible and collaborative working practices
3. break down silos by encouraging a holistic, systems-thinking approach to value co-creation
4. build trusted relationships with stakeholders and develop effective and timely communications
5. work with complex, adaptive systems and flexible processes that can adapt to changing environments
6. learn the common language of IT-enabled service delivery, to boost your digital career progression and set you apart from your peers.

Course Outline: The courses and its various domains of knowledge include:

1. ITIL 4 Foundation provides the fundamentals to embed ITIL into your day-to-day work practices.
2. Managing Professional modules are: Create, Deliver and Support; Drive Stakeholder Value; High-velocity IT and Direct, Plan and Improve.
3. Strategic Leader modules are: Direct, Plan and Improve; Digital and IT Strategy.
4. Extension Modules: Sustainability in Digital & IT and Acquiring & Managing Cloud Services.

**Course Name:
ISO 20000**

Course Information

Duration: 5 Days	Accreditor: PECB
Delivery Method: Classroom/Virtual	Exam Format: 1-3 Hours
Available Languages: English	Exam Pass Grade:

Exam Prerequisites: Foundation exam or equivalent required for Lead Implementer and Senior Lead Implementer.

Audience: The ISO/IEC 20000 Foundation training course is intended for:

1. Managers and consultants seeking to acquaint themselves with ISO/IEC 20000-1 requirements for an SMS
2. Personnel responsible for managing, maintaining, and improving services and service delivery capabilities
3. Aspiring professionals seeking knowledge about basic concepts of service management
4. Members of SMS implementation and operation teams
5. Individuals wishing to pursue a career in service management

Learning Objectives: By participating in this training course, you will:

1. Understand the basic service management concepts, definitions, and approaches
2. Get acquainted with the ISO/IEC 20000-1 requirements for a service management system
3. Develop a general understanding of how an organisation can meet the requirements of ISO/IEC 20000-1

Course Description: The ISO/IEC 20000 Foundation training course presents the basic concepts of service management and the requirements of ISO/IEC 20000-1 for a service management system (SMS). In this training course you will learn about the various aspects of an SMS, including the context of the organisation, top management involvement and activities, planning and resources for the SMS, controls and measures for service delivery activities, performance evaluations, and continual improvement activities

Course Name:
Lean IT

Course Information

Duration: 5 Days	Accreditor: APMG
Delivery Method: Classroom/Virtual	Exam Format: 60 Minute Multiple Choice Question Exam with 40 Questions
Available Languages: English	Exam Pass Grade: 65%

Exam Prerequisites: N/A

Audience: Any manager or specialist working in an IT organisation can benefit from the insights provided by the qualification.

Course Description: Increase customer satisfaction and achieve greater strategic and financial value. The APMG Lean IT approach is a way of thinking and acting, focussing heavily on organisational culture. Lean IT is associated with the development and management of Information Technology products and services.

Course Outline: The course covers the following domains of knowledge:

1. The principles underlying the Lean philosophy.
2. The importance of understanding and delivering customer value.
3. The way Lean looks at processes and the waste within them.
4. How to measure performance and the key determinants of performance.
5. What the organisational requirements are when implementing Lean, including the use of visual management tools.
6. The DMAIC problem-solving model.
7. Which behaviour and attitude is necessary for Lean to be successful within an IT organisation.

**Course Name:
Six Sigma**

Course Information

Duration: 5 Days	Accreditor: PECB
Delivery Method: Classroom/Virtual	Exam Format: 3 Hour Exam
Available Languages: English	Exam Pass Grade:

Exam Prerequisites: N/A

Audience: This course is suitable for individuals who are committed to process improvement, seeking to gain knowledge about the Six Sigma methodology, interested to pursue a career in process improvement , Managers or consultants involved with and committed to process improvements, Individuals seeking to improve business, production, or service processes, Six Sigma project team leaders and/ or team members, Expert advisors seeking to master the implementation of Six Sigma projects

Learning Objectives: This course covers:

1. Understanding the basic concepts of Six Sigma Yellow Belt
2. Acknowledging the value of Six Sigma to an organisation
3. Understanding the Six Sigma Yellow Belt tools and techniques used to improve processes, customer satisfaction and efficiency
4. Learning the fundamental principles of process improvement
5. Managing projects using the familiar DMAIC methodology
6. Leveraging the GRES methodology for problem-solving
7. Applying basic statistical analyses when appropriate to support improvement efforts
8. Learning how to verify process improvements by using statistical and common sense methods
9. Facilitating Green Belt process improvement projects
10. Learning how to shift processes, reduce variation, stabilise processes, and improve their capabilities

Course Description: Six Sigma is a management strategy which uses data and statistical measurement tools to optimise business processes. Being used initially by big companies such as Motorola and General Electrics (GE), Six Sigma applies instruments and techniques with the aim of eliminating defects and decreasing the process variation. It does so by equipping individuals with the necessary expertise to comprehend and practise

the Six Sigma methodologies, which concentrate on improving products, services and processes that substantially contribute to the bottom-line profitability of the organisations they work for. Sigma, as a statistical term, is employed to assess how far the deviation of given processes differs from perfection. PECB Six Sigma Certificate will enable you to:

1. Improve your skills and knowledge on understanding waste streams
2. Become competent to use a wide range of management tools and techniques
3. Gain worldwide recognition
4. Gain competitive advantage
5. Effectively manage the process activities
6. View improvement as a way of life

Course Outline:

Six Sigma Yellow Belt- Six Sigma Yellow Belt training enables you to learn about the fundamental principles of Six Sigma. During this training course, you will be able to understand the main problem solving tools and techniques, and the DMAIC process.

Six Sigma Green Belt- This training enables you to develop and certify the technical knowledge and skills of a Six Sigma Green Belt. The course is characterised by experiential learning, personalised labs, skill-based training, practical statistics, 1:1 attention, and immediately usable decision trees and job aides. Certification is based on a project simulation, in-class assignments, examination, and participation.

AgilePM

Course Information

Certification: AgilePM

Duration: 3 days

Mode of Delivery: Self-study, Virtual, Physical.

Accreditor: APMG

Available Languages: English

Exam: Professional Certification Exam Available

Course Description :

The AgilePM Foundation Certification course is designed to provide participants with a solid understanding of Agile principles and practices for project management. The course covers the AgilePM framework, including roles, processes, and techniques, preparing participants to contribute effectively to agile projects. It establishes a methodology that achieves an ideal balance between the standards, rigor and visibility required for good project management, in the fast-pace and change and environment provided by Agile. In this course emphasis is placed on collaboration, adaptability, and delivering value in a dynamic project environment.

Audience:

The AgilePM Foundation training course is intended for:

- Business analysts
- Team members
- Project Managers

Learning Objectives:

By the end of this training course, the participant will be able to:

- Apply the underpinning philosophy and principles of AgilePM in a project situation.
- Appropriately configure the lifecycle of an Agile project to a given scenario.
- Identify and apply popular Agile techniques in a project situation, including MoSCoW prioritization, iterative development and timeboxing.

- Understand and assign roles and responsibilities within an Agile project.
- Understand the mechanisms, governance and control of an Agile project.

AgilePM - Course Agenda:

Day 1: AgilePM Principles and Foundation Concepts

- Introduction to AgilePM and Agile Principles
- The AgilePM Framework: Roles and Responsibilities
- AgilePM Principles in Practice
- Foundations of Agile Project Planning
- Practical Exercise: Applying AgilePM Principles

Day 2: Agile Techniques and Project Delivery

- AgilePM Techniques: Facilitated Workshops, MoSCoW Prioritization
- Agile Project Planning and Control
- AgilePM Processes: Iterative Development and Incremental Delivery
- Adapting to Change: AgilePM's Approach
- Practical Exercise: Agile Techniques in Action

Day 3: Managing Risks and AgilePM Exam Preparation

- Managing Risks in Agile Projects
- AgilePM Exam Preparation: Sample Questions and Review
- Group Discussion: Real-world AgilePM Scenarios
- AgilePM Foundation Certification Exam (Optional)
- Course Conclusion and Certificate Distribution

Neuroscience for Change

Course Information

Certification: Neuroscience for change

Duration: 3 days

Mode of Delivery: Self-study, virtual,
Physical

Accreditor: APMG

Available Languages: English

Exam: Professional Certification
Exam Available

Course Description :

The Neuroscience for Change Certification Foundation Training is designed for professionals seeking an in-depth understanding of how neuroscience principles can be applied to drive effective and sustainable organizational change. We are not wired for change; instead, we are wired to first resist, Neuroscience for Change teaches candidates to label and understand the neuroscience behind change and raise conscious awareness to an otherwise unconscious process.

The framework behind the Neuroscience for Change certification offers a unique, scientific, evidence-based approach to support all forms of change. It provides learners with a practical yet powerful neuroscience-based framework to leverage benefits from change and thrive when experiencing the challenges of high volumes of simultaneous changes. The course teaches those impacted by change how their brain processes information and how the brain reacts to the uncertainty created by change. It combines theoretical knowledge with practical applications, equipping participants with the skills to navigate the complexities of change management using insights from neuroscience. Through engaging sessions, interactive exercises, and case studies, participants will gain a comprehensive understanding of the neural mechanisms behind human behavior, resistance to change, and effective leadership during organizational transitions.

Audience:

The Neuroscience for change Foundation training course is intended for:

- Managers

- Executives
- Coaches

Learning Objectives:

This training course aims to equip participants with:

- The information needed to manage change initiative.
- The four fundamental principles that drive resistance to change, defined within the PEPE © model (Pain, Energy, Peaks and Valleys, and Error detection).
- How to make decisions about allocating available time to deliver the greatest value.
- How to prioritise activities according to business value.
- The techniques to identify the benefits of change and how each of these benefits are dependent on each other.
- Strategy development for building resilience in motivation.

Neuroscience for change - Course Agenda:

Day 1: Understanding the Neuroscience Foundation for Change

- Introduction to Neuroscience Principles
- Neural Basis of Behavior Change
- The Role of Neuroplasticity in Change
- Emotional Intelligence and Brain Function
- Practical Application: Integrating Neuroscience into Change Initiatives

Day 2: Applying Neuroscience to Change Management

- Neuroscience of Resistance to Change
- Building Resilience in Individuals and Teams
- Neuroleadership: Leading Change Effectively
- Cognitive Bias and Decision-Making in Change
- Practical Exercise: Developing Neuroscience-Informed Change Strategies

Day 3: Change Communication, Culture, and Certification Preparation

- Neuroscience of Effective Communication in Change
- Shaping Organizational Culture with Neuroscience
- Ethics in Applying Neuroscience to Change
- Neuroscience for Change Certification Overview and Exam Preparation
- Group Discussion: Case Studies and Best Practices
- Certification Exam (Optional)
- Course Conclusion and Certificate Distribution

FitSM

Course Information

Certification: FitSM

Duration: 3 days

Mode of Delivery: Self-study, Virtual, Physical

Accreditor: APMG

Available Languages: English

Exam: Professional Certification Exam Available

Course Description :

The FitSM Certification course introduces participants to the FitSM standard for service management in the context of information technology. It covers essential principles, processes, and practices to implement and manage IT services effectively. FitSM® is designed to be compatible with ISO/IEC 20000-1 (requirements for a service management system) international standard and ITIL®. The FitSM process model, requirements, recommended activities and role model targets a lightweight implementation. Equally, it can be applied as a first step to introducing full ITSM, i.e. applying ITIL good practices and/or achieving compliance against ISO/IEC 20000-1. Participants gain practical insights into configuring and tailoring FitSM to meet organizational needs, as FitSM is designed for professionals who wish to be quickly recognized for having the competences needed to implement effective ITSM processes, without delving into the intense detail of other frameworks.

Audience:

The FITSM training course is intended for:

- Roles involved in managing and operating federated IT services.

Objective of Study:

FitSM Training aims to:

- Create a clear, pragmatic, lightweight and achievable standard that allows for effective IT service management (ITSM).
- Offer a version of ITSM which is more accessible for a wider range of environments than traditional ITSM solutions, including federated scenarios.
- Provide solutions which can be efficiently implemented in organizations ranging from SMEs and start-ups through to large enterprises.
- Define a baseline of ITSM effectiveness that is achievable but can be expanded if necessary.

Learning Objectives:

By the end of this training course, the participant will be able to:

- Support organizations in achieving the first step towards implementing the full set of IT Service Management processes.
- Enhance an organization's provision of IT services using a concise, lightweight and achievable ITSM standard.
- Help organizations apply effective ITSM processes in federated environments, where services are managed in cooperation with competing or disparate organizations.
- Implement the of effective ITSM processes in instances where it is not necessary to implement detailed processes prescribed by other frameworks (e.g. ISO/IEC 20000 and ITIL).

FITS - Course Agenda:

Day 1: Introduction to FitSM and Service Management Basics

- Overview of FitSM Standards and Framework
- Key Concepts of IT Service Management (ITSM)
- FitSM Processes: Service Desk, Incident, and Problem Management
- Implementing Service Management Best Practices

Day 2: FitSM Implementation and Change Management

- FitSM Processes: Configuration, Change, and Release Management
- Tailoring FitSM for Specific Organizational Needs
- Change Management in FitSM: Planning and Execution
- Case Study: Successful FitSM Implementation
- Practical Exercise: Change Management Scenario

Day 3: Continual Service Improvement (CSI) and Certification Preparation

- FitSM Process: Continual Service Improvement (CSI)
- Metrics and KPIs in FitSM for Performance Evaluation
- FitSM Certification Overview and Exam Preparation
- Group Discussion: Lessons Learned and Best Practices
- Certification Exam
- Course Conclusion and Certificate Distribution

Design Thinking Method Change

Course Information

Certification: DTMethod

Duration: 3 Days

Mode of Delivery: Self-Study, Virtual, Physical.

Accreditor: APMG

Available Languages: English

Exam: Professional Certification Exam Available

Course Description:

Design Thinking combines the elements of three pillars to form the DTMethod®: DTModel, DTTools and DTRules & Roles. DTRules & Roles incorporates the people centred approach and human-centred design in a structured ecosystem which helps to follow the process described by DTModel. It covers a variety of topics including teams, individuals, roles and how they interact using an active and iterative approach to apply the DTMethod. DTModel explores in depth the three phases of the design process: Exploration, Creative and Construction. This is a crucial part of the process based on an iterative theory which allows for the structured design of a solution. DTTools delves deep into the mentality of a user, to use a variety of tools to understand who they are and use this knowledge to create a series of user stories and needs which drive product and project functionality.

The Design Thinking Method Foundation Certification course immerses participants in the principles and practices of design thinking. It covers problem framing, idealization, prototyping, and iterative testing. Participants engage in hands-on exercises to apply design thinking tools and techniques, fostering innovative problem-solving and human-centric design.

Audience:

The DTMethod Foundation training course is intended for:

- Project Managers.
- Agents.
- Facilitators.

- Change Agents.

Learning Objectives:

By the end of this training course, the participant will be able to:

- Understand the core principles and mindset of design thinking.
- Provide key inputs which affect the design process it is essentials a methodology is in place to support this.
- Conduct effective brainstorming sessions.
- Apply design thinking processes for problem-solving.

DTMethod - Course Agenda:

Day 1: Understanding Design Thinking Fundamentals

- Introduction to Design Thinking.
- Core Principles and Mindset of Design Thinking.
- Empathy and User-Centered Design.
- The Design Thinking Process: Inspiration, Ideation, Implementation.
- Practical Exercise: Immersive Empathy and Problem Framing.

Day 2: Advanced Design Thinking Techniques and Certification

Preparation

- Prototyping and Iterative Testing in Design Thinking.
- Design Thinking Tools: Journey Mapping, Personas, and Brainstorming.
- Design Thinking in Cross-functional Collaboration.
- Design Thinking Certification Overview and Exam Preparation.
- Group Project: Applying Design Thinking to Real-world Challenges.
- Certification Exam (Optional).
- Course Conclusion and Certificate Distribution.

NIST Cybersecurity Professional

Course Information

Certification: NIST Cybersecurity Professional

Duration: 5 days

Mode of Delivery: Self-paced, e-learning, Instructor-led

Accreditor: APMG

Available Languages: English

Exam: Professional Certification Exam Available

Course Description :

The NIST Cybersecurity Professional Certification course focuses on implementing and managing cybersecurity practices based on the guidelines provided by the National Institute of Standards and Technology (NIST). The Program aims at teaching organizations how to leverage the NIST Cybersecurity Framework and its underpinning Informative references (NIST 800-53, ISO 27001 etc.) to build an adaptable and auditable overlay model capable of facilitating the digital risk, resiliency, and privacy outcomes government regulators expect. Participants will delve into NIST frameworks, risk management, security controls, and incident response planning. This course teaches business leaders and operational stakeholders the fundamentals of communicating with executive leadership on WHAT investments must be made to operationalize the NIST Cybersecurity Framework and its informative references to facilitate secure, resilient, and auditable digital outcomes.

Audience:

The NIST Cybersecurity Framework certification training course is intended for:

- Cybersecurity Professionals.
- Information Security Managers.
- IT and Network Administrators.

Learning Objectives:

By the end of this training course, the participant will be able to:

- Understand NIST Frameworks
- Implement NIST SP 800-53 Security Controls Application.

- Develop and execute incident response plans according NIST frameworks.
- Apply NIST cybersecurity principles in various organizational roles.

NIST Cybersecurity Professional Training - Course Agenda:

Day 1: Introduction to NIST Cybersecurity Framework and Risk Management

- Overview of NIST Cybersecurity Framework (CSF).
- Introduction to Risk Management Framework (RMF).
- Practical Exercise: Mapping CSF to RMF.

Day 2: Security Controls Implementation and Incident Response Planning

- Implementing NIST Special Publication 800-53 Controls.
- Case Study: Applying Security Controls in a Practical Scenario.
- NIST Special Publication 800-61: Incident Response Planning.
- Incident Response Tabletop Exercise.

Day 3: Security Architecture Design and Continuous Monitoring

- Principles of Security Architecture Design (NIST SP 800-160).
- Group Activity: Designing a Security Architecture.
- Continuous Monitoring Overview (NIST SP 800-137).
- Hands-On: Implementing Continuous Monitoring Tools.

Day 4: NIST Compliance, Certification, and Ethical Standards

- NIST Compliance Requirements and Certification Process.
- NIST Cybersecurity Professional (NCP) Certification Overview.
- Ethics in Cybersecurity: NIST Guidelines.
- Case Studies: Ethical Dilemmas in Cybersecurity.
- Open Forum and Networking.

Day 5: Role-based Applications, Tool Integration, and Industry Relevance

- Role-specific Applications of NIST Cybersecurity Principles.
- Integrating NIST-Recommended Tools and Technologies.
- Industry Trends and Updates in Cybersecurity.
- Practical Exercises: Applying NIST Principles to Different Roles.
- Course Conclusion, Certificates, and Closing Remarks.

AI Foundation

Course Information

Certification: AI Foundation

Duration: 3 days

Mode of Delivery: Self-study, e-learning,
Instructor-led.

Accreditor: APMG

Available Languages: English

Exam: Professional Certification
Exam Available

Course Description :

The AI Foundation Certification course provides a comprehensive introduction to artificial intelligence (AI) principles, algorithms, and applications. Participants will explore the fundamentals of machine learning, deep learning, and natural language processing. The course includes hands-on exercises to develop practical skills in AI and an understanding of its ethical considerations. The Artificial Intelligence Foundation Certificate is focused on individuals with an interest in, (or need to implement) AI in an organization, especially those working in areas such as science, engineering, knowledge engineering, finance, education or IT services. AI has applications across every sector, including healthcare, automotive, finance, advertising, government and military. In financial services for example, AI is used to organize operations, invest in stocks, monitor behavioral patterns to reduce fraud and crime, and increase overall efficiency.

Audience:

The AI Foundation training course is intended for:

- Engineers.
- Chief Technical Officer.
- Chief Information Officer
- Scientists

Learning Objectives:

By the end of this training course, the participant will be able to:

- Comprehend the basics of artificial intelligence and its applications.
- Understand key machine learning algorithms and their use cases.

- Apply deep learning techniques for pattern recognition.
- Consider ethical implications in AI development and deployment.

AI Foundation - Course Agenda:

Day 1: Introduction to AI and Machine Learning Fundamentals

- Overview of Artificial Intelligence
- Types of AI and Applications
- Basics of Machine Learning Algorithms
- Supervised and Unsupervised Learning
- Hands-On: Building a Simple ML Model

Day 2: Deep Learning and NLP Basics

- Introduction to Neural Networks
- Convolutional Neural Networks (CNNs) for Image Recognition
- Recurrent Neural Networks (RNNs) for Sequence Data
- Basics of Natural Language Processing (NLP)
- NLP Applications: Chatbots, Sentiment Analysis

Day 3: AI Ethics, Implementation, and Future Trends

- Ethical Considerations in AI Development.
- Case Studies: Ethical Dilemmas in AI.
- AI Implementation Strategies and Challenges.
- Future Trends in Artificial Intelligence.
- Group Project: Developing an AI Application.
- Project Presentations, Feedback, and Conclusion.

Certified Data Privacy Security Engineer

Course Information

Certification : Certified Data Privacy Security Engineer **Accreditor:** ISACA

Duration : 5 days

Mode of Delivery: Classroom

Available Languages: English

Course Description:

There is a gap in the industry today for in-depth knowledge and skills in implementing technical privacy requirements. CDPSE is the first, technical experience-based certification of its kind that validates the certification holder's expertise in implementing privacy controls into their existing and future systems, networks and applications. CDPSE provides a valid and reliable means for enterprises to identify technologists who are competent in incorporating privacy by design into technology platforms, products and processes, communicating with legal professionals, and keeping the organization compliant efficiently and cost effectively.

Audience:

This course is ideal for the following professionals - IT professionals who implement first line defense in data breaches and provide technical privacy solutions. These roles include Lead Software Engineer Data and System Privacy, Domain Architect (Legal Care Compliance, Privacy), Security and Privacy Engineer, Privacy Solutions Architect, IT Project Manager, Privacy Data Scientist, Privacy Analyst, Lead Privacy manager.

Learning objectives

Course Outline

The exam covers the following competency domains:

1. Data protection concepts, General Data Protection Regulation (GDPR), and compliance measures.
2. Roles and responsibilities of accountable parties for the GDPR compliance.
3. Technical and organisational measures for data protection.