IT Governance

strategies, resources, dashboards, best practices

Seminar of 3 days - 21h
Ref.: GOU - Price 2025: 2 950 (excl. taxes)
The price for the 2026 session dates may be revised

The Information Systems Department is often seen as a world apart, in which the rules of governance common to the other departments in the company do not apply. This seminar explains the best organizational practices to have in order for the Information Systems Department to fully demonstrate its contribution to the company's strategy, justify operating costs and investments and demonstrate how well it performs. In short, this helps the Information Systems department finally become a unit like the others within the company.

THE PROGRAMME

last updated: 07/2024

1) Introduction

- IT governance: an integrated part of company governance. Review of practices in French companies.
- The bases of governance. The basic law. The key principles for good IT governance.
- The debate on IS "cost" and "value". Measuring the value of the company. IT expenditure: a necessary evil or an investme
- How governance is practiced.

2) The IS Department's place in the company

- Modelling the ISD's activity. The IT value chain. The IS Department's main processes. The general activity models: ITIL,
- Perception of the CIO within the company. The dynamics of relationships between General Management, the IS Department an
- The link between governance and organization. The breakdown of power between IS Departments and operating departments. M
- The IS Department's internal organization. A centralized, decentralized or federated model. The advantages and disadvant
- Governance and IT risks.

3) Demonstrating IS performance

- IT dashboards. General rules for constructing relevant dashboards. The properties of a good indicator. Dashboards intern
- Measuring user satisfaction. Perceived quality. Satisfaction surveys.
- Service Contracts or SLAs (Service Level Agreements). Fixing the level of service required. Measuring and improving perf
- Benchmarking. Good use of the contract's benchmarks. Relevance of current indicators. Internal or external benchmarking

PARTICIPANTS
This seminar is aimed at IT managers, IS managers, and, more generally, at the decision-makers in charge of information systems and the way the company organization.

PREREQUISITES
Knowledge about DSI's role. Experience required in Information System management.

TRAINER QUALIFICATIONS
The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS
The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.
Participants also complete a placement test before and after the course to measure the skills they've developed.

TEACHING AIDS AND TECHNICAL RESOURCES
• The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
• At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
• A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

TERMS AND DEADLINES
Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES
Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@ORSYS.fr to review your request and its feasibility.

DATES

REMOTE CLASS
2025 : 02 déc.

2026 : 24 mars, 16 juin, 29 sept.,
24 nov.