



Consulting and Training | Reach New Heights

**Course Name**

# Technology Process Excellence

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**Sector Name**

Information Technology

**Document Type**

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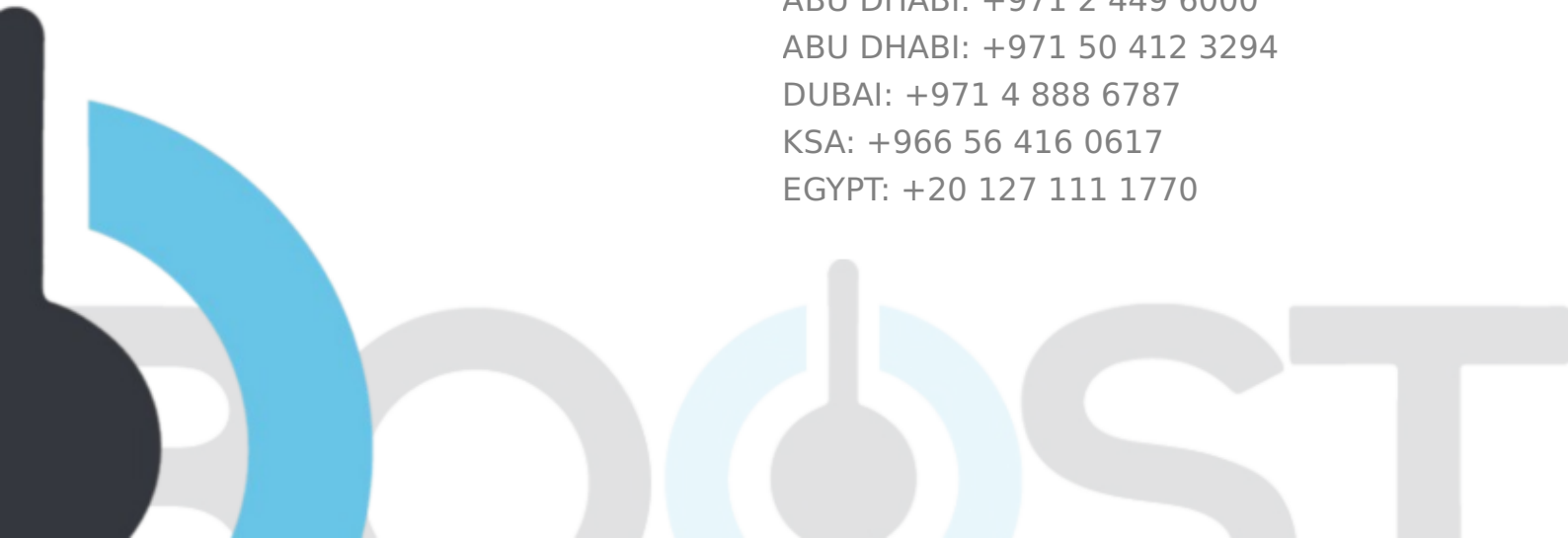
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## Technology Process Excellence

### Course Introduction

Technology has become a critical enabler of organizational excellence, operational efficiency, and digital transformation. As organizations continue to modernize their operations, technology processes must be designed, managed, and continuously improved to ensure they support business objectives, optimize service delivery, strengthen governance, and enhance customer satisfaction.

Technology process excellence focuses on establishing standardized, efficient, secure, and scalable processes that maximize the value of technology investments while reducing operational risks.

By integrating internationally recognized frameworks, process optimization methodologies, performance management practices, and continuous improvement principles, organizations can significantly improve service quality, operational resilience, and business performance.

This training program equips participants with practical knowledge, structured methodologies, and global best practices required to analyze, optimize, govern, and continuously improve technology processes.

Participants will learn how to manage technology workflows, measure process performance, strengthen service delivery,

implement continuous improvement initiatives, and align technology operations with organizational strategy.

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## Technology Process Excellence

### Target Audience

- ✓ IT Managers
- ✓ Technology Team Leaders
- ✓ Digital Transformation Professionals
- ✓ Business Process Specialists
- ✓ Operations Managers
- ✓ Project Managers
- ✓ Quality and Excellence Professionals
- ✓ Technology Support Teams

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## Technology Process Excellence

### Learning Objectives

- Understand the principles of technology process excellence.
- Design and optimize technology-enabled business processes.
- Apply process improvement methodologies to enhance operational performance.
- Measure technology process performance using appropriate KPIs.
- Strengthen governance, compliance, and service quality.
- Implement continuous improvement initiatives within technology functions.
- Align technology processes with organizational strategy and digital transformation objectives.

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## Technology Process Excellence

### Course Outline

#### ✓ DAY 1

##### **Foundations of Technology Process Excellence**

##### **Technology Process Management**

- ✓ Principles of technology process excellence
- ✓ Technology process lifecycle
- ✓ Business process integration
- ✓ Process ownership and accountability
- ✓ Value creation through technology
- ✓ Technology service delivery models
- ✓ International best practices

##### **Process Design and Standardization**

- ✓ Process mapping techniques
- ✓ Workflow documentation
- ✓ Process standardization
- ✓ Eliminating process variation
- ✓ Process optimization principles
- ✓ Developing standard operating procedures
- ✓ Process governance fundamentals

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## Technology Process Excellence

### Course Outline

#### ✓ DAY 2

##### **Process Performance and Operational Excellence Performance Measurement**

- Technology process KPIs
- Performance monitoring techniques
- Operational dashboards
- Service performance analysis
- Benchmarking methodologies
- Performance reporting
- Continuous monitoring practices

##### **Process Improvement Methodologies**

- Lean process improvement
- Six Sigma fundamentals
- Root cause analysis
- Problem-solving techniques
- Waste identification and elimination
- Continuous improvement cycles
- Process optimization initiatives



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## Technology Process Excellence

### Course Outline

#### ✓ DAY 3

##### **Technology Governance and Service Quality**

##### **Governance and Risk Management**

- ✓ Technology governance frameworks
- ✓ Process compliance management
- ✓ Risk identification and assessment
- ✓ Internal controls
- ✓ Information security considerations
- ✓ Audit readiness
- ✓ Governance maturity improvement

##### **Service Management Excellence**

- ✓ IT service management principles
- ✓ Service quality measurement
- ✓ Incident and problem management
- ✓ Change enablement processes
- ✓ Service request optimization
- ✓ Customer-focused service delivery
- ✓ Service improvement planning

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## Technology Process Excellence

### Course Outline

#### ✓ DAY 4

##### **Digital Transformation and Automation Process Automation**

- Business process automation
- Workflow automation tools
- Robotic Process Automation (RPA) fundamentals
- AI-enabled process optimization
- Digital workflow integration
- Automation governance
- Measuring automation benefits

##### **Digital Process Innovation**

- Emerging technology trends
- Intelligent process management
- Data-driven process optimization
- Agile technology operations
- Innovation management
- Technology-enabled collaboration
- Building digital capabilities



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## Technology Process Excellence

### Course Outline

#### ✓ DAY 5

##### **Sustaining Technology Process Excellence**

##### **Continuous Process Improvement**

- ✓ Building a continuous improvement culture
- ✓ Process maturity assessment
- ✓ Capability development
- ✓ Organizational learning
- ✓ Knowledge management
- ✓ Lessons learned integration
- ✓ Continuous optimization roadmap

##### **Strategic Technology Excellence**

- ✓ Aligning technology processes with business strategy
- ✓ Technology performance governance
- ✓ Building resilient technology operations
- ✓ Measuring business value from technology processes
- ✓ Developing long-term improvement strategies
- ✓ Leading technology process transformation
- ✓ Creating a sustainable technology excellence roadmap

- Building a continuous improvement culture
- Process maturity assessment
- Capability development
- Organizational learning
- Knowledge management
- Lessons learned integration
- Continuous optimization roadmap

#### Strategic Technology Excellence

- Aligning technology processes with business strategy
- Technology performance governance
- Building resilient technology operations
- Measuring business value from technology processes
- Developing long-term improvement strategies
- Leading technology process transformation
- Creating a sustainable technology excellence roadmap

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## Technology Process Excellence

### Confirmed Sessions

| FROM          | TO            | DURATION | FEES       | LOCATION        |
|---------------|---------------|----------|------------|-----------------|
| Aug. 30, 2027 | Sept. 3, 2027 | 5 days   | 4250.00 \$ | UAE , Abu Dhabi |
| Nov. 9, 2026  | Nov. 13, 2026 | 5 days   | 4250.00 \$ | UAE , Dubai     |

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