

Our Strategic Partner



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**International  
Finance Corporation**  
WORLD BANK GROUP



- WE ENSURE :  
INCREASED PROFITABILITY & ACTIVATED THE  
CONTROL OF MANAGEMENT ENVIRONMENT FOR INSTITUTIONS
- WE ENSURE :  
THE PROFESSIONALISM OF THE INSTITUTIONS' WORK  
ACCORDING TO INTERNATIONAL STANDARDS
- WE ENSURE :  
THE CONTINUITY OF INSTITUTIONS IN BOTH PUBLIC  
AND PRIVATE SECTORS

## MANUAL OF TRAININGS AND ADVISORY SERVICES

PROVIDED BY  
GOVERNANCE INSTITUTE FOR  
DIRECTORS (GIOD)

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## Governance Institute for Directors GloD

The Governance Institute for Directors is a non-profit civil society organization established in 2016 registered in the Non-Governmental Organizations, and it is one of the Institute of directors located around the world that was established with the support of the International Finance Corporation IFC / member of the World Bank Group with the aim of activating and supporting the private and public sectors By spreading the culture of corporate governance (good management) to build the fundamental for companies and banks according to international standards to ensure the continuity of their work for future generations, expand their activities and increase their profits.

GloD is characterized and unique by its programs that designed by the International Finance Corporation (IFC) appropriate to the Iraqi environment. These programs are provided by international and regional experts, noting that all certificates issued by our institution are signed by the International Finance Corporation IFC / the World Bank in addition to our organization.

Our training and advisory services follow a practical approach and use the modern methods in this specialty.

The GloD - Iraq has contributed by providing many advisory services, workshops and courses in order to develop the capabilities of senior leaders in many institutions (companies and banks). For more information, please visit the website:

[www.iraqi-iod.org](http://www.iraqi-iod.org)



## Definition of the corporate governance (CG) :

In reference to the Organization for Economic Co-operation & Development OECD definition, we can define the corporate governance as it is a set of procedures and processes by which the institution is managed and controlled to achieve its objectives, and it includes the distribution of rights and responsibilities between the various parties to this institution and the identification of rules and procedures for decision-making in it.

## What is the benefit that will accrue to your company from implementing corporate governance?

- Improving sustainability opportunities and facilitating its transmission to future generations
- Attracting finance and investment by increasing levels of disclosure and transparency
- Increasing the productivity and improve the performance through the distribution of tasks and responsibilities.
- Effectiveness the Management control environment and reduce operational costs.
- Improving the credibility and reputation of the company
- Institutionalizing family businesses
- Reducing risks for the institutes that applied practices of corporate governance



## ■ TECHNICAL SECTION

ITIL 4 – Foundation Certificate - (Information Technology Infrastructure Library)

### Introduction

ITIL framework has become the standard in IT Service Management across the globe. ITIL helps all organizations, regardless of their industry or business sector, provide their IT services using the most efficient and economical methods. The framework focuses on IT Service Management best practices and efficient operations, and is used in government, commercial, and non-profit organizations, alike.

The course provides IT leaders, practitioners, support staff and staff interfacing with the organization's digital and information systems functions with a practical understanding of the key concepts, common language, principles and practices that enables successful management of modern IT-enabled services. It also prepares delegates for the ITIL Foundation Certificate Examination. The course is based on the ITIL 4 best practice service value system featured in the latest 2019 guidelines.



## Learning Objectives

Upon the successful completion of this training course, candidates will understand:

- Key IT service management concepts
- How ITIL guiding principles can help an organization to adopt and adapt service management
- The 4 dimensions of service management
- Align with business, control costs, and improve IT service quality
- The purpose and components of the service value system
- Strategies to balance IT resources
- Efficient IT Operational management
- Preparation to sit the ITIL4 foundation examination

## Prerequisites

Familiarity with IT terminology and IT-related work experience are recommended



## Target group

Everyone interested in aligning IT with business, controlling or reducing IT costs, improving IT service quality, and balancing IT resources in the most effective manner. All IT professionals, IT project managers, IT managers, IT project or team members, coordinators, network operators, business process analysts, IT architects, consultants, systems integrators, help desk managers and staff, planners, managed service providers, outsourcers, application developers, and other IT-related positions. Anyone seeking ITIL Foundation certification ITIL 4

## Course Outline

### Introduction

- Overview of ITIL 4 and modern IT Service Management
- Why we should ITIL
- ITIL 4 Framework
- Key Concepts of Value Creation

### ITIL Guide Line Principles

- Focus on value
- Progress iteratively with feedback
- Collaborate and promote visibility
- Think and work holistically
- Keep it simple and practical
- Optimize and Automate

### The 4 Dimensions of Service Management

- Organizations and people
- Information and technology
- Partners and suppliers
- Value streams and processes

## Course Outline

### ITIL service value Chain

- Continual Improvement (including continual improvement model)
- Change control
- Incident management
- Problem Management
- Service request management
- Service desk
- Service level management

### ITIL practices

- Information security management
- Relationship management
- Supplier management
- Availability management
- Capacity and performance management
- Service configuration management
- IT asset management Business analysis
- Service continuity management
- Deployment management
- Monitoring and event management
- Release management

### Exam Preparation

- ITIL 4 Certification Path
- Exam Preparation Guidance
- Practice ITIL 4 Exam Questions

## Training Method

- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Zoom Breakout rooms, Trello and Google Sheets
- Group activities and tests

## Program Support

This program is supported by in-depth online interactive discussions, role-play, case studies and highlight the techniques available to the participants. You will interact and learn from peers in this intensive, group-learning exercise and learn to apply COBIT principles in their day-to-day practice



Duration: 12 days  
 Language: Arabic, English





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