CGEIT TIMETABLE (4 DAYS)

ISACA-CGEIT

Day 1

	Course introduction	**09.00**	**09.30**
01	Overview of the CGEIT certification	**09.30**	**10.30**
02	**Domain 1 - Framework for the Governance of Enterprise IT** Learning objectives Domain Task and Knowledge Statements IT Governance • Enterprise Governance • IT Governance • Benefits of IT Governance • Components of Enterprise Governance framework • IT Governance objectives • IT Governance - 5 focus areas • Business drivers that affect IT strategy • Top level responsibilities • Steps to implement IT Governance • 9 rules for better governance Common IT Governance frameworks • 3 Key things to establishing a framework • ISO/IEC 20000 • ISO/IEC 38500 • … Policies, Standards, Processes, Procedures, Guidelines • Policies • Standards • Process and Procedure • Guidelines	**11.15**	**13.00**
	Lunch	**13.00**	**13.30**
02	**Domain 1 - Framework for the Governance of Enterprise IT ctn.** Determining business strategy • Strategy and IT Governance • Tools used to define strategy • Balanced Scorecard (BSC) • Boston Consulting Group (BCG) • Porter's 5 forces model • The McKinsey's 7S Framework • McFarlan's matrix on the strategic importance of IT • SWOT analysis Elements of Enterprise Architecture Implementing IT Controls • Location of IT controls • Methods of assessing controls Communication • Assessment and assurance • Importance of regular communication • Good vs Poor communication • Effective reports Enabling Change Leveraging IT Governance	**13.30**	**16.30**

	• Impact of change on the enterprise • The Learning Dip • Four Approaches to Individual Change • Motivation and Behavior • Behavioral Approach • Cognitive Approach • Psychodynamic Approach • Humanistic Approach • The Gestalt Cycle • Cycle of Competence • Organizational Metaphors • Kotter's 8 Step Model • 4 Types of changes • Lewin's 3 Step Model		
	Recap Day 1	**16.30**	**17.00**
	# Day 2		
	Review Day 1	**09:00**	**09:15**
03	**Domain 2 - Strategic Management** Learning objectives Domain Task and Knowledge Statements Strategic Planning • Strategic planning • IT strategic alignment Strategic Management • Strategic hierarchy • Vision, Goal • Strategy, Objectives • Importance of vision in strategy • Managing changes to strategic planning • Support for strategic plans • Strategic alignment model • Extended strategic alignment model • Formulating IT strategy Enterprise Architecture • Practical architectural layers • Challenges to implementation of EA • Enterprise Architecture – Artefacts • Key Success Factors (KSFs) for Enterprise Architecture • General 12 step approach to benchmarking Evaluating IT Investment • Evaluating IT investment programs • Return on Investment (ROI) • Benefits of IT investment programs • OGC Gateway Reviews • Calculating return on IT investment PM techniques • Work Breakdown Structure (WBS) • Statement of Work (SoW) • Critical Path Method (CPM)	**09:15**	**13:30**

	• GANTT chart • PERT chart and CPM • Earned Value Management (EVM) • Burnout charts (agile) • Kanban wall (agile)		
	Lunch	**13:00**	**13:30**
04	**Domain 3 - Benefits Realization** Learning objectives Domain Task and Knowledge Statements Value • What is Value Management? • Lack of benefits realization – examples • Value delivery • Value creation • Benefits realization Value Governance • Value governance practices • Enterprise governance of IT • Val IT • Value Governance practices • 6 Key Value Governance practices • Enterprise governance of IT focus areas • The 4 "AREs" (VAL IT) Investment Management • Investment management • Investment categories • Flexibility in IT investments • Managing and reporting the status of IT investments • Managing IT investments • 3 essential phases of managing IT investments • 3 Key components of investment management • IT investment management practices and processes • 2 Types of benefits realization • Net Present Value (NPV)	**13:30**	**16:30**
	Recap Day 2	**16.30**	**17.00**
	Day 3		
	Review Day 2	**09:00**	**09:15**
04	**Domain 3 - Benefits Realization ctn.** Portfolio Management • Portfolio • Portfolio management • Benefits of portfolio management • Portfolio management practices The Business Case • Business Case Template • Development of the business case (according to VAL IT) • Top Down direction - Bottom Up reporting	**09:15**	**13:30**

	• Business case development • 8 steps of business case development (Val IT) • Tracking benefit realization • 7 best practices for systems development		
	Lunch	**13:00**	**13:30**
05	**Domain 4 - Risk Optimization** Learning objectives Domain Task and Knowledge Statements Overview of Risk Management • Risk management • Risk • Definitions from ISO / EIC 27000 • Influences on risk • Benefits of risk management • Risk and governance • Enterprise Risk Management (ERM) • Board level responsibility for risk • Risk management policy • Risk and legal compliance Risk Management Frameworks, Standards, Guidelines • COSO ERM-IF • OCTAVE • ISO 31000:2009 • ISACA Risk IT Framework • ISO/IEC 27001:2013 • ISO/IEC 27005:2013 • M_o_R - Management of Risk • AS/NZS 4360:2004 • AS/NZS HB 436:2004 • CAN/CSA-Q634-91 • CAN/CSA-Q850-97 • Operational Risk Management Framework (ORMF) • IEEE Standard 1540-2001 • A Risk Management Standard • NIST Risk Management Framework (RMF) • DHS Risk Management Framework Risk Assessment • Understanding the organization • Alignment of risk with business objectives • External environment • Internal environment • Impact of risk • Risk components / risk associated with controls and audit • Risk associated with IT strategy and operations • Quantitative and Qualitative risk • Qualitative vs Quantitative • Risk and ethics	**13:30**	**16:30**
	Recap Day 3	**16.30**	**17.00**

Day 4

	Review Day 3	**09:00**	**09:15**
05	**Domain 4 - Risk Optimization ctn.** Risk Treatment • Risk appetite • Risk capacity, appetite, tolerance • The enterprise's risk appetite • Risk treatment strategies • The risk owner • Risk response options • Use of controls to mitigate risk • Risk acceptance levels Assessment and Evaluation of the Risk Management Program • Risk acceptance levels • Risk monitoring and evaluation • Evaluation of risk • Good practices in risk management	**09:00**	**13:00**
	Lunch	**13:00**	**13:30**
06	**Domain 5 - Resource Optimization** Learning objectives Domain Task and Knowledge Statements Resource Management • Resource optimization • 4 Critical IT resources • IT provisioning • Internal resourcing (aka. Insourcing) • External resourcing • Multiple outsourcing suppliers • Services that are eligible for outsourcing • Accountability when outsourcing • Outsourcing agreements • Outsourcing Professional Body of Knowledge • IIOM Outsourcing Management Body of Knowledge IT Strategy • Challenges to the development of an IT strategy • Strategy and reality • Enhancing strategic success Human Resource Management (HRM) • Value of human resources • 7 key factors to reducing staff turnover Leveraging technology • Business Intelligence Systems • Definition of capacity management • Capacity Management Information System (CMIS) • Cost-benefit analysis techniques Measuring performance • Monitoring performance • Measuring performance • Data collection techniques	**13:30**	**16:30**

	• Availability management and Measuring availability • Emerging trends and patterns • KPIs • Selection of performance measures • Types of Performance Measures • SMART Metrics for Performance • Outcomes of performance measurement • Benchmarking Continuous improvement • Continuous improvement • Continuous improvement tools / methodologies • Continuous improvement in IT • Quality improvement		
	Recap Day 4	**16.30**	**17.00**