# Course Outline For IT Process Management Compliance

**Day 1: Introduction to IT Process Management and Compliance**

1. Understanding IT Process Management.

2. Importance of Compliance in IT.

3. Regulatory Frameworks and Standards (e.g., ISO 27001, NIST).

4. IT Governance and Risk Management.

5. Key Compliance Terminology and Concepts.

6. Role of IT in Business Compliance.

**Day 2: Effective Monitoring of IT Operations**

1. Introduction to IT Operations Management.

2. IT Infrastructure Monitoring Tools.

3. Metrics, KPIs, and SLAs for IT Operations.

4. Incident and Problem Management.

5. Proactive Monitoring and Alerts.

6. Performance Tuning and Optimization.

**Day 3: Patch Management and Vulnerability Remediation**

1. The Importance of Patch Management.

2. Vulnerability Assessment and Scanning.

3. Identifying Critical Patches and Vulnerabilities.

4. Patch Deployment Strategies.

5. Testing and Rollback Plans.

6. Best Practices in Vulnerability Remediation.

**Day 4: IT Compliance**

1. IT Compliance Frameworks and Regulations.

2. IT Compliance Audit and Assessment.

3. Risk Assessment and Management.

4. Security Policies, Procedures, and Controls.

5. Compliance Reporting and Documentation.

6. Continuous Compliance Monitoring.

**Day 5: IT Process Improvement and Future Trends**

1. IT Process Improvement Models (e.g., ITIL, COBIT).

2.   Implementing IT Process Improvements.

3.   Automation in IT Process Management.

4.   Emerging Technologies in IT Compliance.

5.   Future Trends and Challenges in IT Process and Compliance.

6.   Course Recap and Q&A.