# IT MANAGEMENT AND CYBER SECURITY

Acquire and leverage the latest skills, strategies, and tools in IT and cyber security management.

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# COURSE OBJECTIVES

This course is aimed at IT managers, cyber security professionals, and team leaders responsible for safeguarding digital assets. It equips participants with leadership and management tools to effectively guide IT and security teams while aligning technology practices with organizational goals. The course emphasizes strategic planning, cyber risk management, governance, and compliance. It highlights how leaders can set clear objectives for IT and cyber teams, monitor progress, and ensure continuous performance improvement. Participants will also explore best practices for managing themselves and leading diverse teams in dynamic, fast-changing digital environments.

The course provides actionable methods to address modern IT management challenges such as cloud adoption, data protection, and incident response. Leaders will gain tools to enhance collaboration across departments, manage resources effectively, and drive secure digital transformation.

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# COURSE OUTCOMES

- Understand the role of IT management and cyber security leadership in organizational growth.
- Analyse how modern technology trends shift traditional IT management models.
- Gain knowledge of governance, risk, and compliance (GRC) frameworks for supervisory effectiveness.
- Build confidence in leading IT and cyber teams, including former peers, in complex environments.
- Develop effective team dynamics by understanding personality, diversity, and technical skills.
- Acquire problem-solving strategies to address IT challenges through planning, prioritization, and monitoring.
- Apply facilitation skills to improve communication between technical and non-technical stakeholders.
- Learn conflict resolution techniques in cyber incidents and IT project disputes.
- Use delegation, reporting, and feedback effectively within IT and cyber security projects.
- Monitor performance through IT metrics (uptime, SLAs, security incidents, patch compliance).
- Manage time, finances, and quality while maintaining IT service delivery.
- Take ownership of ongoing professional growth in IT leadership and security expertise.

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# COURSE OUTCOMES

**Strategic and Governance Foundations**

1. Strategic Role of Internal Audit
o Positioning internal audit as a value-adding function
o Governance, accountability, and the “three lines model”
o Stakeholder expectations: Audit Committee, Board, and Executive Management
2. Internal Audit Standards & Professional Practices
o International Professional Practices Framework (IPPF) updates
o The IIA Standards: mandatory guidance for managers
o Ethics and independence challenges at management level

3. Risk-Based Audit Planning
Enterprise Risk Management (ERM) and strategic alignment
Developing a risk-based internal audit plan
Prioritizing audits and resource allocation
4. Internal Control & Risk Management Frameworks
o COSO, ISO 31000, King IV applications in SA context
o Evaluating control design and operating effectiveness
o Integrating assurance mapping into audit planning
5. Practical Workshop
o Drafting a risk-based internal audit plan for a sample organization

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# COURSE OUTLINE

**Module 1: The Role of IT & Cyber Leadership**

- Why organizations need IT and cyber security leaders
- Shifts from traditional IT management to digital-first and security-first models
- Core IT management functions (planning, organizing, leading, control)
- Governance and regulatory requirements

**Module 2: Managing People & Teams in IT**

- Building and developing IT & cyber security teams
- Stages of team development in technical environments
- Effective communication in multi-disciplinary teams

**Module 3: Leading in a Cyber-Driven World**

- Leadership styles for IT and cyber contexts
- Facilitating security awareness and IT strategy meetings
- Conflict management in IT and cyber projects

**Module 4: Cyber Security Operations & Delegation**

- Delegating roles in incident response and IT service delivery
- Providing technical and non-technical feedback
- Enforcing cyber policies and workplace discipline

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# COURSE OUTLINE

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**Module 5: IT Performance & Risk Monitoring**

- Monitoring IT service performance, uptime, and security events
- Tracking budgets and resource allocation
- Managing time, communication, and security controls
- Continuous monitoring and reporting (dashboards, KPIs, SLAs)

**Module 6: Innovation, Motivation & Growth**

- Motivating IT and cyber teams through recognition and accountability
- Setting security and technology goals aligned to business strategy
- Driving digital transformation securely
- Personal leadership growth in IT and cyber security

✓ Governance
✓ Risk & Compliance
✓ IT Team Leadership
✓ Cyber Security Strategy
✓ Monitoring & Reporting
✓ Incident Response Leadership
✓ Cloud & Digital Transformation
✓ Stakeholder Communication

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