

GDPR implementation – practical steps

Key activities to be implemented from ITSM perspective

Course length: 1 day

Price: 9.680 CZK / 360€ + VAT

Registration: [registration form*](#)

Dates and places: see courses [calendar](#)

Prerequisites: No prerequisites - ITIL® Foundation certificate recommended.

Target group: All IT professionals including team leaders, CIO, Senior IT managers, IT managers, Quality Assurance managers, Compliance leads, Supervisors, IT professionals, DPO, Security managers. IT governance leads

Course learning objectives: This qualification presents an overview of practical steps required for meeting GDPR regulation. Explanation of what should be done on process levels, service level, organization and compliance demonstration. Course is combining practical issues with putting in place GDPR and how it change IT processes and ITIL driven processes and services. Course is explaining what should be changed in IT management practices in organizations which are using ITIL principles for their IT management.

Course agenda:

- GDPR – what / why
- Connecting GDPR with IT Service management – mapping to ITIL and beyond ITIL
- Organization
- Processes
- Services
- Service assets
- IT Operations and GDPR
- Test - writing answers to scenario and scenario related questions

Additional information:

- Course is led by experienced Accredited ITIL trainer, Accredited IT Quality Expert, with practical experience with IT service management
- Course is combination of theory and practical assignments 50/50



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