

## IT GENERAL CONTROLS (ITGC)

*"Strengthening the Foundation of IT Governance, Risk, and Compliance"*

### Schedule

Date	Venue	Fees (Face-to-Face)
05 - 09 Jan 2026	Dubai, UAE	USD 3,495 per delegate
22 - 26 Jun 2026	Dubai, UAE	USD 3,495 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

### Introduction

IT General Controls (ITGC) are the bedrock of effective information systems governance, risk management, and internal control frameworks. Organizations rely on ITGC to ensure the confidentiality, integrity, and availability of financial data, operational systems, and regulatory compliance.

This comprehensive training equips participants with the knowledge and tools to assess, implement, and monitor IT general controls across critical domains, including access management, change control, system development, backup procedures, and data security. Real-world examples and control testing practices will empower professionals to contribute to stronger audit outcomes and risk mitigation.

### Objectives

By the end of this course, participants will be able to:

- Understand the scope and significance of IT General Controls in GRC frameworks
- Design and evaluate access controls, change management, and backup protocols
- Identify key ITGC areas subject to internal and external audit scrutiny
- Test and document ITGC effectiveness using risk-based approaches
- Support SOX, ISO, COBIT, and other compliance and audit frameworks

## Why Attend

- Gain a deep understanding of ITGC components and audit requirements
- Strengthen your organization's IT governance and internal control maturity
- Enhance your ability to support financial audits and IT risk assessments
- Explore the latest trends in automation, cloud, and cybersecurity controls
- Learn from ITGC failures and high-profile audit findings

## Target Audience

This program is designed for:

- IT audit and compliance professionals
- Risk and governance officers
- Internal auditors and financial controllers
- IT managers and systems administrators
- SOX, ISO 27001, and COBIT implementation teams

## Individual Benefits

Key competencies that will be developed include:

- Understanding of ITGC domains and control objectives
- Control testing and documentation techniques
- Ability to assess gaps and propose remediation plans
- Familiarity with audit readiness and IT risk registers
- Confidence in engaging with auditors and regulators

## Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved control over IT systems and access points
- Reduced audit findings and compliance risks
- Streamlined change and configuration management processes
- Alignment with international IT control standards and best practices
- Enhanced collaboration between IT, audit, and compliance units

## Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings - ITGC structure, frameworks (COBIT, ISO, NIST), and trends
- Case Studies - Control failure investigations and remediation
- Workshops - Developing audit checklists and control maps
- Peer Exchange - Cross-industry insights and audit experiences
- Tools - Risk assessment templates, control testing matrices, compliance trackers

## Course Outline

**Training Hours: 7:30 AM - 3:30 PM** Daily Format: 3-4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 - 02:00

### Day 1: Foundations of IT General Controls

- Module 1: Introduction to ITGC and GRC Frameworks (07:30 - 09:30) • Definitions, objectives, and domains of ITGC • Relation to SOX, COBIT, COSO, and ISO standards
- Module 2: Governance & Control Environment (09:45 - 11:15) • IT policies, procedures, and organizational oversight • Control ownership and accountability
- Module 3: Risk Assessment & Control Mapping (11:30 - 01:00) • ITGC risk drivers and audit scoping • Mapping controls to critical systems
- Module 4: Workshop - Assessing Your IT Control Landscape (02:00 - 03:30) • Identify gaps and prioritize controls

### Day 2: Access Controls and Identity Management

- Module 5: Logical Access Controls (07:30 - 09:30) • User provisioning, segregation of duties, privileged access
- Module 6: Authentication, Monitoring, and Reviews (09:45 - 11:15) • Password policies, MFA, access logs, and periodic reviews
- Module 7: Case Study - Access Breach in a Financial Institution (11:30 - 01:00) • Cause, investigation, and mitigation steps
- Module 8: Workshop - Evaluate an Access Control Matrix (02:00 - 03:30) • Detect violations and recommend remediation

### Day 3: Change Management and System Development

- Module 9: Change Management Controls (07:30 - 09:30) • Change requests, approvals, and documentation
- Module 10: Application Development Controls (09:45 - 11:15) • SDLC, secure coding practices, and test protocols
- Module 11: Case Study - Failed ERP Change Rollout (11:30 - 01:00) • Implications for operations and controls
- Module 12: Workshop - Design a Change Control Checklist (02:00 - 03:30) • Steps for pre- and post-change validation

### Day 4: Backup, Recovery, and Operations Controls

- Module 13: Data Backup and Recovery Management (07:30 - 09:30) • Backup policies, testing, offsite storage
- Module 14: Job Scheduling and Batch Controls (09:45 - 11:15) • Job logs, processing accuracy, and failure response
- Module 15: Incident and Problem Management (11:30 - 01:00) • ITIL alignment, root cause analysis
- Module 16: Workshop - Simulate an IT Incident Response Plan (02:00 - 03:30) • Response roles, escalation paths, and documentation

### Day 5: Testing, Auditing, and Continuous Improvement

- Module 17: ITGC Testing Techniques and Evidence Gathering (07:30 - 09:30) • Sampling, walkthroughs, inquiries, re-performance
- Module 18: Audit Coordination and Reporting (09:45 - 11:15) • Managing findings, audit reports, and issue closure
- Module 19: Monitoring and Control Automation (11:30 - 01:00) • Dashboards, continuous controls monitoring (CCM), audit tools
- Module 20: Final Workshop - Build a Comprehensive ITGC Audit Plan (02:00 - 03:30) • End-to-end plan covering scope, control areas, and responsibilities

## Certification

Participants will receive a Certificate of Completion in IT General Controls (ITGC), validating their knowledge of core IT control domains, ability to support audits, and readiness to implement risk-based IT governance practices in compliance-driven environments.

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