Datastat Research
Building Capacity in Training and Research

DATASTAT TRAINING IN

OFFICIAL COURSE PROSPECTUS

Center for Advanced Research & Professional Development

Nairobi Training Center • Global Virtual Academy • Corporate On-Site

LIBRARY INSTITUTE

Business Information Services Training Course

Comprehensive Course Syllabus, Practical Modules & Upcoming Schedules

PROGRAM SPECIFICATIONS & HIGHLIGHTS

DURATION
5 Days Practical Hands-on

DELIVERY MODES
In-Person Class & Live Virtual

CERTIFICATION
Accredited Certificate of Completion

INTAKES / DATES
Multiple Cohort Schedules Included

PREPARED FOR:

Valued Participant

Email: training@datastatresearch.org | Issued: November 21, 2026

Academic & Professional Training Year: 2026

DATASTAT TRAINING INSTITUTE

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Business Information Services Training Course

Library Institute • 5 Days Intensive • Accredited Certification

Course Overview

Business Information Services Training Course is designed to enhance organizational intelligence, information management capabilities, digital transformation skills, and data-driven decision-making processes.

Key Skills & Software Tools Covered

MS Word • Microsoft Power BI • Tableau • and IBM SPSS Statistics

Upcoming Training Schedules

Confirmed cohort intakes and venues. Both physical in-person classroom and live virtual online seats are available.

TRAINING DATES	LOCATION / VENUE	FORMAT / DURATION	INVESTMENT (FEE)
17 Aug 2026 – 21 Aug 2026	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
17 Aug 2026 – 21 Aug 2026	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
17 Aug 2026 – 21 Aug 2026	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
17 Aug 2026 – 21 Aug 2026	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
17 Aug 2026 – 21 Aug 2026	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
17 Aug 2026 – 21 Aug 2026	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
17 Aug 2026 – 21 Aug 2026	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
17 Aug 2026 – 21 Aug 2026	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
17 Aug 2026 – 21 Aug 2026	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
24 Aug 2026 – 28 Aug 2026	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
24 Aug 2026 – 28 Aug 2026	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
24 Aug 2026 – 28 Aug 2026	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**

* Corporate discounts and customized cohort scheduling are available for teams of 3 or more participants.

Course Curriculum & Modules

Business Information Services Training Course

Introduction

Business Information Services Training Course is designed to enhance organizational intelligence, information management capabilities, digital transformation skills, and data-driven decision-making processes. In today's competitive business environment, organizations rely on efficient information services, knowledge management systems, business analytics, and digital platforms to improve productivity, innovation, and operational performance. This course equips professionals with advanced techniques for managing business information resources, developing information strategies, and delivering high-value information services that support organizational goals.

The course focuses on emerging trends in business information management, including artificial intelligence, business intelligence, data governance, information security, knowledge sharing, and digital workplace solutions. Participants will gain practical expertise in designing effective information systems, improving information accessibility, managing enterprise knowledge, and applying global best practices. Through real-world case studies and industry applications, learners will develop the skills required to transform information into actionable business insights and competitive advantage.

Course Objectives

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

- Develop advanced business information management strategies aligned with organizational objectives.
- Apply digital transformation concepts to improve information service delivery.
- Understand business intelligence tools and data-driven decision-making approaches.
- Implement effective knowledge management frameworks within organizations.
- Enhance information governance, compliance, and risk management practices.
- Utilize emerging technologies including artificial intelligence and automation for information services.
- Improve organizational communication through effective information sharing systems.
- Apply data analytics techniques for business performance improvement.
- Design customer-focused information service models.
- Strengthen cybersecurity awareness for protecting business information assets.
- Manage enterprise information systems and digital platforms effectively.
- Develop innovative approaches for business information service optimization.
- Evaluate global trends influencing modern information management practices.

Organizational Benefits

Organizations will benefit through:

- Improved access to accurate and timely business information.
- Enhanced decision-making through data-driven insights.
- Increased operational efficiency through digital information systems.
- Better knowledge sharing and organizational learning.
- Stronger information governance and compliance practices.
- Improved collaboration across departments and teams.
- Enhanced customer service through effective information delivery.
- Reduced information management risks and inefficiencies.
- Increased innovation through knowledge-based strategies.
- Improved competitiveness in digital business environments.

Target Audiences

- Business information managers and analysts.
- Knowledge management professionals.
- IT managers and digital transformation leaders.
- Business executives and strategic planners.
- Records and information management specialists.
- Data analysts and business intelligence professionals.
- Library and information service professionals.
- Project managers and organizational development specialists.

Course Duration: 5 days

Course Modules

Module 1: Fundamentals of Business Information Services

- Introduction to business information concepts and strategic information management.
- Understanding the role of information services in modern organizations.
- Developing effective business information service frameworks.
- Exploring information lifecycle management practices.
- Identifying global trends in enterprise information services.
- Case study: Microsoft’s digital workplace transformation and information management approach.

Module 2: Business Information Systems and Technologies

- Overview of enterprise information systems and digital platforms.
- Managing business databases and information repositories.
- Understanding cloud-based information service solutions.
- Applying automation technologies for information management.

- Evaluating emerging technologies in business information services.
- Case study: Amazon’s use of information systems for operational excellence.

Module 3: Knowledge Management and Organizational Intelligence

- Principles of knowledge creation, sharing, and retention.
- Developing organizational knowledge management strategies.
- Implementing knowledge-sharing platforms and communities.
- Supporting innovation through knowledge intelligence.
- Measuring knowledge management performance.
- Case study: Toyota’s knowledge management and continuous improvement model.

Module 4: Business Intelligence and Data Analytics

- Understanding business intelligence concepts and applications.
- Applying analytics for strategic decision-making.
- Managing dashboards, reports, and performance indicators.
- Using data visualization techniques for business insights.
- Improving organizational performance through analytics.
- Case study: Netflix data analytics approach for customer personalization.

Module 5: Information Governance and Security Management

- Developing information governance policies and standards.
- Managing data privacy, compliance, and regulatory requirements.
- Protecting business information assets from cybersecurity threats.
- Implementing information risk management frameworks.
- Promoting secure information-sharing practices.
- Case study: IBM’s information security and governance practices.

Module 6: Digital Transformation and Future Information Services

- Understanding digital transformation strategies and trends.
- Integrating artificial intelligence into information services.
- Exploring automation and smart information solutions.
- Designing future-ready business information environments.
- Managing organizational change during digital transformation.
- Case study: Siemens digital transformation and industrial information systems.

Module 7: Customer-Centric Information Service Delivery

- Developing user-focused information service models.
- Improving customer experience through information solutions.
- Managing information requests and service quality.
- Measuring customer satisfaction and service performance.
- Applying innovation in information service delivery.
- Case study: Google’s approach to user-centered information access.

Module 8: Strategic Management of Business Information Services

- Aligning information services with business strategies.
- Developing sustainable information management plans.
- Measuring value and impact of information services.
- Building leadership capabilities in information management.
- Creating continuous improvement frameworks.
- Case study: Unilever’s strategic use of business information for global operations.

Training Methodology

- Interactive instructor-led presentations covering modern business information concepts.
- Practical exercises focusing on information management challenges.

- Global case studies analyzing successful business information strategies.
- Group discussions promoting knowledge sharing and collaboration.
- Demonstrations of digital tools and information management platforms.
- Problem-solving activities based on real organizational scenarios.
- Workshops focused on developing business information improvement plans.
- Assessments to evaluate understanding and practical application.

Register as a group from 3 participants for a Discount

Send us an email: info@datastatresearch.org or call +254724527104

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to DATASTAT CONSULTANCY LTD account, as indicated in the invoice so as to enable us prepare better for you.

Certification & Learning Methodology

- Hands-on practical delivery with real-world datasets, case studies, and lab exercises.
- Post-training mentorship, access to class resources, and customized follow-up support.
- Participants who successfully complete the course receive an accredited Datastat Certificate of Completion.

How to Enroll & Reserve Your Seat

1. Online Registration: Visit https://datastatresearch.org/courses/business-information-services-training-course to register online.
2. Email Booking: Send participant details to training@datastatresearch.org for official invoice & reservation.
3. Support & Assistance: Inquire via phone +254 724 527 104 | +254 734 969 612.