MAGNA SKILLS DEVELOPMENT INSTITUTE

Capacity Building • Professional Training • Organisational Development

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Course Profile Document

ICT and Security Management

ITIL Foundation Training

Prepared as a professional course profile for delegate review, sponsorship approval and organisational training planning.

COURSE CODE	DELIVERY	DURATION	PREPARED FOR
MSD2653	**Online / Face-to-Face**	**Flexible**	**Organisation Approval**

Register for this Course

View Online Course Page

Course Overview

Like Software Development Life Cycle (SDLC) best practices, and Project Management (PMP) best practices ITIL focuses on IT Service best practices ITIL has now become a Global standard which mandatory in many organizations. ITIL processes must coordinate with entire SDLC including configuration management, change management etc. For those who are not familiar with IT competency, you’re Learning Journey begins with an understanding of IT Service Management (ITSM) a process-based framework for the support and delivery of quality IT services. To conclude ITIL which stands for IT Infrastructure Library is an international standard of best practices set for IT Service Management.

The ITIL® Framework is a source of good practice in service management. ITIL® is used by organisations world-wide to establish and improve capabilities in service management. Service Management is a set of specialised organisational capabilities for providing value to customers in the form of services. The capabilities take the form of functions and processes for managing services over a lifecycle, with specializations in strategy, design, transition, operation, and continual improvement. The capabilities represent a service organisation's capacity, competency, and confidence for action. The act of transforming resources into valuable services is at the core of service management. Without these capabilities, a service organisation is merely a bundle of resources that by itself has relatively low intrinsic value for customers.

Course Outcomes

The purpose of the ITIL® Foundation certificate in IT Service Management is to obtain knowledge of the ITIL terminology, structure and basic concepts and to comprehend the core principles of ITIL practices for Service Management. The course covers the five core volumes which provide an end-to-end view of IT and its integration with business strategy. Those five core volumes are:

- **Service Strategy:** provides guidance on how to design, develop, and implement service management. It ensures that the overall business aims and strategy is supported by the IT organisations aims and strategy.
- **Service Design:** provides guidance on the design of new or changed services for introduction into the live environment.
- **Service Transition:** provides guidance on managing change along with risk and quality whilst ensuring IT Operations can manage those changes within the context of the ICT Infrastructure.
- **Service Operation:** provides guidance on the day to day management of the ICT Infrastructure. It is also contributes to the Service Management Lifecycle for carrying out those processes which contribute to the optimisation of the services provided.
- **Continual Service Improvement:** looks at the Service Management Lifecycle. It identifies opportunities for improvements in the efficiency, effectiveness of the processes and optimisation of the costs associated with service provision.

Course Outline / Curriculum

Service Management Lifecycle

- Principles of Service Management
- The Processes
- The ITIL Service Lifecycle

Service Strategy

- Introduction to Service Strategy
- Key Concepts of Service Strategy
- Service Strategy Processes
- Demand Management
- Service Portfolio Management
- Financial Management
- Business Relationship Management

Service Design

- Introduction to Service Design
- Key Concepts of Service Design
- Service Design Processes
- Service Catalogue Management
- Service Level Management
- Supplier Management
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Information Security Management
- Design Co-ordination

Service Transition

- Introduction to Service Transition
- Key Principles & Models of Service Transition
- Service Transition Processes
- Transition, Planning, and Support
- Change Management
- Service Asset and Configuration Management
- Release and Deployment Management
- Knowledge Management

Service Operations

- Introduction to Service Operations
- Service Operations Processes
- Event Management
- Problem Management
- Request Fulfillment
- Access Management
- Service Operations Functions

Continual Service Improvement

- Introduction to Continual Service Improvement
- Key Principles and Models of Continual Service Improvement

Target Audience

- IT Managers
- Delivery Managers
- ITSM professionals
- IT support professionals

Key Course Benefits

Work-Ready Skills

Delegates leave with practical tools, templates and methods they can apply immediately at work.

Better Institutional Results

The programme supports stronger planning, reporting, compliance, accountability and service delivery.

Sponsor-Friendly

This document is designed to help supervisors, HR units and sponsors approve delegate participation quickly.

Professional Recognition

Delegates receive training documentation and a certificate of completion after successful participation.

Our Training Centres & Delivery Options

Magna Skills offers flexible delivery through face-to-face training centres across Africa and beyond, plus Online / E-Learning for delegates who prefer remote participation.

Southern Africa

Practical training destinations with strong travel access and delegate support.

- Pretoria, South Africa
- Vic Falls, Zimbabwe
- Livingstone, Zambia

East Africa

Popular regional centres for government, NGO and donor-funded project teams.

- Kigali, Rwanda
- Kampala, Uganda
- Nairobi,
- Zanzibar, Tanzania

West Africa & Islands

Strategic locations for regional networking and executive capacity building.

- Accra, Ghana
- Port Louis, Mauritius

International Executive Venue

Premium destination training for senior teams and international delegates.

- Dubai, United Arab Emirates

Online / E-Learning

Attend from anywhere through live online, blended or self-paced learning options.

- Online, E-Learning
- Remote Teams
- Flexib

Organisation-Based Training

Magna Skills can also arrange dedicated in-house training for ministries, NGOs and companies.

- Onsite
- Custom Dates
- Group Training

Ready to Nominate Delegates?

Use the links below to register, review the live course page or contact Magna Skills for organisation-based training support.

Register / Apply Online | **View Full Course Page**

About Magna Skills

Magna Skills Development Institute provides practical capacity building programmes for government departments, NGOs, public institutions, donor-funded projects and private sector professionals across Africa. Our training approach combines expert facilitation, real workplace case studies, practical tools, post-training support and professional documentation that helps organisations strengthen staff performance and service delivery.

Government Training | NGO Capacity Building | Corporate Workshops | Online Learning | Face-to-Face Training | Certifica

Approval & Authorisation Form

This section may be completed by the organisation, department, HR office, finance office or sponsor approving delegate participation. It can be attached to an internal memo, procurement request or training approval submission.

Organisation / Department	
Delegate Name(s)	
Approved Course	ITIL Foundation Training
Preferred Delivery Mode	☐ Online ☐ Face-to-Face ☐ Organisation-Based Training
Preferred Training Venue / Date	
Estimated Number of Delegates	
Budget / Vote Number	
Contact Person	
Email / Mobile	

Authorised Name _____ Signature / Stamp _____ Date _____