MAGNA SKILLS DEVELOPMENT INSTITUTE

Capacity Building • Professional Training • Organisational Development

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Course Profile Document

ICT and Security Management

ITIL v4 Foundation

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

COURSE CODE	DELIVERY	DURATION	PREPARED FOR
MSD2839	**Online / Face-to-Face**	**Flexible**	**Organisation Approval**

Register for this Course

View Online Course Page

Course Overview

The **ITIL® v4 Foundation** course offered by **Magna Skills** provides participants with a comprehensive understanding of the ITIL framework and its modern, agile, and value-driven approach to IT Service Management (ITSM). This training covers the core principles, concepts, and practices that enable organizations to align IT services with business needs, improve efficiency, and deliver value to customers. Through real-world examples, case studies, and interactive discussions, participants will gain the knowledge required to support digital transformation and enhance IT service delivery.

The course is ideal for IT professionals, managers, and business leaders seeking to implement effective service management practices or preparing for the **ITIL® v4 Foundation Certification Exam**.

Course Outcomes

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

1. **Understand** the key concepts, principles, and practices of ITIL® v4 and their relevance in today’s digital business environment.
2. **Describe** the ITIL® Service Value System (SVS) and how it facilitates value creation.
3.

Identify the guiding principles of ITIL® v4 and their application in various organizational contexts.

4. **Recognize** the four dimensions of service management and how they contribute to delivering value.

5. **Prepare** effectively for the ITIL® v4 Foundation Certification exam with practical examples and practice questions.

Course Outline / Curriculum

- **Introduction to ITIL® v4**
  - Overview of IT Service Management (ITSM)
  - Evolution from ITIL v3 to v4
  - Benefits of ITIL adoption
- **Key Concepts of Service Management**
  - Service, value, and value co-creation
  - Service relationships and stakeholders
  - Outputs, outcomes, costs, and risks
- **The Four Dimensions of Service Management**
  - Organizations and People
  - Information and Technology
  - Partners and Suppliers
  - Value Streams and Processes
- **The ITIL® Service Value System (SVS)**
  - Components and interactions
  -

- How the SVS enables value creation
- Governance and continual improvement

- **ITIL® Guiding Principles**
  - Focus on value
  - Start where you are
  - Progress iteratively with feedback
  - Collaborate and promote visibility
  - Think and work holistically
  - Keep it simple and practical
  - Optimize and automate

- **ITIL® Practices Overview**
  - Purpose and key concepts of 15 ITIL practices
  - Service desk, incident management, problem management
  - Change enablement, continual improvement, and more

- **Service Value Chain**
  - Activities: Plan, Improve, Engage, Design & Transition, Obtain/Build, Deliver & Support
  - Integrating the value chain into operations

- **Continual Improvement**
  - The continual improvement model
  - Identifying and prioritizing improvement opportunities

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ITIL® v4 in the Digital Age

- ITIL and Agile, DevOps, and Lean practices
- Supporting digital transformation strategies

- **Exam Preparation & Review**
  - Sample questions and practice tests
  - Tips for passing the ITIL® v4 Foundation exam

Target Audience

Microsoft Excel One Note

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 v4 Foundation
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 _____