IT Service Management and ITIL Foundations

Data Management and Analytics

Course Overview

IT Service Management and ITIL Foundations: a 5-day professional training course from LTC Consultants, delivered in-classroom across Africa and live online.

What You Will Achieve

- Explain the core principles and current good practice in IT Service Management and ITIL Foundations
- Apply practical tools and techniques for IT Service Management and ITIL Foundations in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine IT Service Management and ITIL Foundations in practice
- Build a personal action plan to implement what you have learned

Who Should Attend

Directors, senior managers, heads of department, team leaders and high-potential professionals preparing for greater leadership responsibility.

Course Outline

1. Foundations of IT Service Management and ITIL Foundations: principles, terminology and context
2. The business case: why IT Service Management and ITIL Foundations matters to performance
3. Core tools, frameworks and methods
4. Applying the tools: guided case study and exercises
5. Common pitfalls and how experienced practitioners avoid them
6. Working with stakeholders: communication and influence
7. Measuring results and continuous improvement
8. Personal action planning and course review

Upcoming Dates and Fees

DATES	VENUE	FEE (PER DELEGATE)
16 to 20 Nov 2026	Cairo	**$1,550**
23 to 27 Nov 2026	Online	**$800**
30 Nov to 4 Dec 2026	Pretoria	**$1,650**
7 to 11 Dec 2026	Windhoek	**$1,650**

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Every delegate receives a Certificate of Attendance. Group and in-house rates available on request.