

IT Service Management

Cyber Security

Course Overview

IT Service Management: 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
- Apply practical tools and techniques for IT Service Management in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine IT Service Management 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: principles, terminology and context
2. The business case: why IT Service Management 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)
21 to 25 Sep 2026	Dar es Salaam	\$1,650
5 to 9 Oct 2026	Online	\$750
19 to 23 Oct 2026	Pretoria	\$1,550
26 to 30 Oct 2026	Gaborone	\$1,550
9 to 13 Nov 2026	Kigali	\$1,450
23 to 27 Nov 2026	Cape Town	\$1,395
7 to 11 Dec 2026	Lusaka	\$1,450

LTC Consultants

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