

ITIL Foundation Training Course Details

Department: ICT and Security Management

Presented by Magna Skills Development Institute

Date Created: 15-May-2025

Training Coordinator: Denis Wunganayi



CORPORATE TRAINING
Agency

OUR SERVICES :

- Search Engine Optimization
- Analytics and Data Analysis
- Pay-Per-Click Advertising
- Social Media Marketing

 Our Website
www.magnaskills.com

 **MAGNA SKILLS**
www.magnaskills.com



Course Summary

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 is 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, your 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 Objectives

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 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

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

**ENHANCE
TRANSPARENCY &
EFFICIENCY
ENROLL NOW!**

**Magna Skills Course:
Ensuring Transparency,
Accountability, and Impact
in Donor-Funded
Projects through Advanced
Financial Management**



Company Overview

Who We Are: Magna Skills is a premier training and capacity-building organization specializing in professional development for government institutions, NGOs, and the private sector.

Our Mission: To provide world-class training solutions that equip professionals with the expertise needed to excel in their careers and contribute meaningfully to their organizations.

Our Vision: To be the leading provider of professional training and development across Africa, fostering excellence, innovation, and capacity-building in public and private sectors.

Core Values

- **Excellence** – Delivering high-quality training tailored to meet the evolving needs of professionals.
- **Integrity** – Upholding the highest ethical standards in all our engagements.
- **Innovation** – Embracing new technologies and methodologies to enhance learning experiences.
- **Customer-Centric Approach** – Ensuring client satisfaction by providing relevant, practical, and impactful training.
- **Collaboration** – Partnering with industry experts and institutions to provide the best learning opportunities.

Our Training Methodology

We use a blended learning approach that includes instructor-led training, case studies, workshops, and post-training support.

Why Choose Magna Skills?

- Experienced Trainers
- Customized Training Solutions
- Interactive Learning
- Global Recognition
- Proven Track Record

Request for Training Form

Complete the form and share with Magna Skills Support Team on email info@magnaskills.com or Send Whatsapp on: +27630079022

Approval & Authorization	
Applicant Details	Course Details
First Name:	Course Name:
Last Name:	Training Venue:
Mobile:	Month:
Email:	Training Method: Online[____] Face to Face [____]
Company Name:	Duration:
Country:	Number of Staff Members:

By signing this agreement, both parties confirm their commitment to the terms outlined in this proposal.