



CYBERSECURITY AND IT TRAINING

IT Service Management

5 day course

Classroom, online or in-house

Course overview

Service management is what turns a technology estate into something the rest of the organisation can rely on, and it is usually judged on the two processes users actually see: incidents and requests. This course covers the whole discipline. Delegates work through the service catalogue and service levels that mean something, incident and major incident management, problem management and the distinction most organisations collapse, and change enablement that reduces risk without becoming a bottleneck. Configuration and asset management are covered as the data everything else depends on. The course closes on continual improvement and on metrics that do not reward closing tickets fast.

What you will learn

- Define a service catalogue and service levels that mean something
- Run incident and major incident management
- Separate problem management from incident management
- Operate change enablement without becoming a bottleneck
- Maintain configuration and asset data others depend on
- Design metrics that do not reward closing tickets prematurely
- Run continual improvement with evidence

Who should attend

- IT service managers and service desk leads
- IT operations and infrastructure staff
- Change and release managers
- Business relationship and account managers in IT
- Auditors reviewing IT operations

Course outline

- 01 What service management is for
- 02 Service catalogue and service levels
- 03 Incident and major incident management
- 04 Problem management as a separate discipline
- 05 Change enablement and risk
- 06 Configuration and asset data
- 07 Metrics and the perverse incentive
- 08 Continual improvement

Upcoming dates

Dates	Venue	Format	Fee per delegate
19 to 23 October 2026	Durban, South Africa	Classroom	R19,950
26 to 30 October 2026	Maputo, Mozambique	Classroom	USD 1,325
9 to 13 November 2026	Windhoek, Namibia	Classroom	R19,950
8 to 12 February 2027	Online	Online	R8,500



Fees and how to register

This 5 day course is **R8,500** per delegate online, **R19,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 1,325** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriscience.co.za, or WhatsApp us on **+27 63 479 1136**.

AfriScience Group | +27 61 536 6531 | info@afriscience.co.za | Pretoria, Gauteng, South Africa