



IT Service Management (ITIL)

IT, Cybersecurity & AI

QGT-ITD-110 | Foundation | 5 or 10 days | Online, classroom, in-house

Course overview

IT Service Management (ITIL) is an introduction that builds a solid working knowledge in IT Service Management (ITIL). It covers the principles, the requirements of ISO 27001, NIST CSF, ITIL 4 and COBIT 2019, and the practical methods used on site, with case studies from operations in the Gulf, Africa and worldwide. Available online, in the classroom in 60 cities, or in-house.

What participants will be able to do

- Explain the principles, terminology and scope of IT Service Management (ITIL)
- Apply the relevant requirements of ISO 27001, NIST CSF, ITIL 4 and COBIT 2019
- Use practical tools, checklists and calculations with confidence
- Recognise common problems, risks and root causes and choose the right corrective action
- Prepare an improvement plan for their own site or organisation

Who should attend

Designed for IT professionals, analysts, engineers and digital transformation teams, new joiners and anyone who needs a solid grounding in the subject.

Course outline (5 days)

Day 1: Principles and terminology

Scope, key definitions and how IT Service Management (ITIL) fits into daily operations

Day 2: Codes, standards and requirements

What ISO 27001, NIST CSF, ITIL 4 and COBIT 2019 require, and how to read them

Day 3: Methods, tools and calculations

Step-by-step methods, checklists and worked examples

Day 4: Operation, inspection and common problems

Typical failures, warning signs and what to do about them

Day 5: Case studies, workshop and assessment

Group exercise on real cases and a final knowledge check

What the 10-day edition adds

Day 6: Applied project, part 1 – Apply the week-one methods to a case from your organisation

Day 7: Data and digital tools – Software, spreadsheets and digital tools used in practice

Day 8: Lessons from incidents and audits – What investigations and audit findings teach

Day 9: Applied project, part 2 – Complete, test and refine your solution

Day 10: Presentations and final assessment – Present to the group and complete the final assessment

Fees (USD per participant)

Duration	Live online	Classroom	In-house
5 days	\$3,000	\$5,500	On quote
10 days	\$5,500	\$9,900	On quote

Fees include course material and certificate of completion; classroom fees include refreshments and lunch. In-house training is priced per group.

Dates and cities 2027–2030

Dates	City	Format	Duration	Fee
5–9 Apr 2027	Lisbon	Classroom	5 days	\$5,500
3–14 May 2027	Rome	Classroom	10 days	\$9,900
10–14 May 2027	Singapore	Classroom	5 days	\$5,500
14–25 Jun 2027	Cape Town	Classroom	10 days	\$9,900
6–10 Sep 2027	Online (live)	Online (live)	5 days	\$3,000
20–24 Mar 2028	Houston	Classroom	5 days	\$5,500
16–27 Apr 2028	Muscat	Classroom	10 days	\$9,900
7–11 May 2028	Jeddah	Classroom	5 days	\$5,500
9–20 Oct 2028	Lagos	Classroom	10 days	\$9,900
27 Nov – 1 Dec 2028	Online (live)	Online (live)	5 days	\$3,000
4–8 Feb 2029	Algiers	Classroom	5 days	\$5,500
2–13 Apr 2029	Paris	Classroom	10 days	\$9,900
4–8 Jun 2029	Lisbon	Classroom	5 days	\$5,500
2–13 Jul 2029	Bangkok	Classroom	10 days	\$9,900
3–7 Sep 2029	Online (live)	Online (live)	5 days	\$3,000
25–29 Mar 2030	Tbilisi	Classroom	5 days	\$5,500
7–18 Apr 2030	Riyadh	Classroom	10 days	\$9,900
28 Apr – 2 May 2030	Amman	Classroom	5 days	\$5,500
2–13 Jun 2030	Dammam	Classroom	10 days	\$9,900
14–18 Oct 2030	Online (live)	Online (live)	5 days	\$3,000

How to register

Register online or scan the code

<https://qimmatrainig.com/courses/it-service-management-ital/>

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Email: training@qimmatrainig.com

