ITIL
FOUNDATION

The purpose of the ITIL Foundation certificate in IT Service Management is to certify that the candidate has gained knowledge of the ITIL terminology, structure and basic concepts and has comprehended the core principles of ITIL practices for service management.

The ITIL Foundation certificate in IT Service Management is not intended to enable the holders of the certificate to apply the ITIL practices for service management without further guidance.

Target Goup:

The target group of the ITIL Foundation certificate in IT Service Management is drawn from:

- Individuals who require a basic understanding of the ITIL framework and how it may be used to enhance the quality of IT service management within an organization.
- IT professionals that are working within an organization that has adopted and adapted ITIL who need to be informed about and thereafter contribute to an ongoing service improvement programme.

Prgramme Learning Outcomes

- Service management as a practice (comprehension)

- The ITIL service lifecycle (comprehension)

- Generic concepts and definitions (awareness)

- Key principles and models (comprehension)

- Selected processes (awareness) Selected functions (awareness) Selected roles (awareness)

- Technology and architecture (awareness)

- Competence and training (awareness)

Entry Requirements

Applicants must be employed in the Public Sector at the in the Iformation Technology department according to the structure of Central Government, Regional and Local Authorities, and Public Enterprises.

Venue: NIPAM Campus

Duration: 5 days (08:00 - 16:00)

Cost: N$ 3,500.00 per delegate (Facilitation and Matarials only)

Certificates will be awarded to those participants who successfully complete the programme

ENROL TODAY

For more information contact:

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