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DIGITAL, AI AND CYBER SECURITY

IT Service Management in Practice

DURATION	CONTACT HOURS	LEVEL	FEE PER DELEGATE
3 days	18	Intermediate	US$1,200

Run incident, problem and change so that service improves rather than the process being followed.

Service management frameworks are widely adopted and unevenly useful, because the process is often implemented without the intent behind it. This programme focuses on the operational core: restoring service fast, finding causes so incidents stop recurring, and changing systems without causing the next outage.

Available as classroom, live online, in house.

Who it is for

Service desk leads, IT operations managers, and those implementing or improving service management.

What you will be able to do

- Run incident management focused on restoration rather than on categorisation.
- Conduct problem management that identifies and removes cause.
- Operate change management proportionate to risk.
- Define service levels that reflect what the business actually needs.

The outline

DAY 1

Incident

Restoration first · Priority and escalation · Major incident handling · Communication during outage

DAY 2

Problem

Cause analysis · Known error and workaround · Recurrence as the measure · Proactive problem management

DAY 3

Change and service level

Risk proportionate change · Change that causes incidents · Service levels tied to impact · Reporting that drives improvement

What you leave with

- An incident process with defined priority and escalation.
- A problem review method with cause tracked to closure.
- A risk proportionate change process.
- A service level definition tied to business impact.

Published dates

DATES	WHERE	FEE
23 to 25 November 2026	Kampala, Uganda	**US$1,200**
30 November 2026 to 2 December 2026	Cape Town, South Africa	**R12,000**
7 to 9 December 2026	Cairo, Egypt	**US$1,200**
14 to 16 December 2026	Gaborone, Botswana	**R12,000**

Fees are per delegate and co
arranged by the delegate. Reg

Register or ask a question

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This copy was produced on 30 October 2026.