



IT Service Management (ITIL) Masterclass

IT, Cybersecurity & AI

QGT-ITD-173 | Masterclass | 5 or 10 days | Online, classroom, in-house

Course overview

IT Service Management (ITIL) Masterclass is a senior-level masterclass on strategy and performance 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
- Build a business case and roadmap their leadership team can act on

Who should attend

Designed for IT professionals, analysts, engineers and digital transformation teams in senior and leadership roles.

Course outline (5 days)

Day 1: Strategic view of IT Service Management (ITIL)

Trends, regulation and what leading companies do differently

Day 2: Benchmarking and performance

KPIs, maturity models and gap analysis

Day 3: Lessons from major incidents and projects

Decision points that changed outcomes

Day 4: Leading the change

Building the business case, budget and team capability

Day 5: Masterclass forum

Expert panel, peer exchange and personal roadmap

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
26–30 Apr 2027	Toronto	Classroom	5 days	\$5,500
28 Jun – 9 Jul 2027	Kigali	Classroom	10 days	\$9,900
20–24 Sep 2027	Sharjah	Classroom	5 days	\$5,500
18–29 Oct 2027	Edinburgh	Classroom	10 days	\$9,900
8–12 Nov 2027	Online (live)	Online (live)	5 days	\$3,000
27–31 Mar 2028	Houston	Classroom	5 days	\$5,500
5–16 Jun 2028	Nairobi	Classroom	10 days	\$9,900
6–10 Nov 2028	Munich	Classroom	5 days	\$5,500
20 Nov – 1 Dec 2028	Abu Dhabi	Classroom	10 days	\$9,900
27 Nov – 1 Dec 2028	Online (live)	Online (live)	5 days	\$3,000
29 Jan – 2 Feb 2029	Lisbon	Classroom	5 days	\$5,500
7–18 May 2029	Rome	Classroom	10 days	\$9,900
28 May – 1 Jun 2029	Singapore	Classroom	5 days	\$5,500
24 Sep – 5 Oct 2029	Kigali	Classroom	10 days	\$9,900
8–12 Oct 2029	Online (live)	Online (live)	5 days	\$3,000
14–18 Jan 2030	Casablanca	Classroom	5 days	\$5,500
28 Jan – 8 Feb 2030	Kigali	Classroom	10 days	\$9,900
4–8 Feb 2030	Rome	Classroom	5 days	\$5,500
5–16 Aug 2030	Paris	Classroom	10 days	\$9,900
18–22 Nov 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-iti-masterclass/>

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