



# IT Service Management (ITIL): Practical Workshop

## IT, Cybersecurity & AI

QGT-ITD-152 | Practical workshop | 5 or 10 days | Online, classroom, in-house

### Course overview

IT Service Management (ITIL): Practical Workshop is a hands-on workshop built around exercises and real site problems 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 who want practice rather than theory.

### Course outline (5 days)

#### Day 1: Workshop briefing and baseline

Participants bring a real problem from their own site

#### Day 2: Guided practice 1

Hands-on exercises using templates, checklists and calculators

#### Day 3: Guided practice 2

Simulations and role-play based on IT Service Management (ITIL) scenarios

#### Day 4: Field cases from the Gulf and Africa

Analysing what went wrong and what worked

#### Day 5: Action plan and peer review

Each participant leaves with a reviewed improvement plan

### 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     |
|---------------------|---------------|---------------|----------|---------|
| 11–15 Jan 2027      | Geneva        | Classroom     | 5 days   | \$5,500 |
| 3–14 May 2027       | Frankfurt     | Classroom     | 10 days  | \$9,900 |
| 9–13 May 2027       | Erbil         | Classroom     | 5 days   | \$5,500 |
| 5–16 Sep 2027       | Alexandria    | Classroom     | 10 days  | \$9,900 |
| 1–5 Nov 2027        | Online (live) | Online (live) | 5 days   | \$3,000 |
| 31 Jan – 4 Feb 2028 | Berlin        | Classroom     | 5 days   | \$5,500 |
| 5–16 Mar 2028       | Dammam        | Classroom     | 10 days  | \$9,900 |
| 14–18 May 2028      | Manama        | Classroom     | 5 days   | \$5,500 |
| 22 May – 2 Jun 2028 | Zurich        | Classroom     | 10 days  | \$9,900 |
| 20–24 Nov 2028      | Online (live) | Online (live) | 5 days   | \$3,000 |
| 2–6 Apr 2029        | Vienna        | Classroom     | 5 days   | \$5,500 |
| 11–22 Jun 2029      | Kuala Lumpur  | Classroom     | 10 days  | \$9,900 |
| 18–22 Jun 2029      | Houston       | Classroom     | 5 days   | \$5,500 |
| 2–13 Jul 2029       | Amsterdam     | Classroom     | 10 days  | \$9,900 |
| 8–12 Oct 2029       | Online (live) | Online (live) | 5 days   | \$3,000 |
| 11–15 Feb 2030      | Paris         | Classroom     | 5 days   | \$5,500 |
| 28 Jul – 8 Aug 2030 | Dammam        | Classroom     | 10 days  | \$9,900 |
| 25–29 Aug 2030      | Riyadh        | Classroom     | 5 days   | \$5,500 |
| 14–25 Oct 2030      | Munich        | Classroom     | 10 days  | \$9,900 |
| 2–6 Dec 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-practical-workshop/>

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