

# ITIL® Training at Bytes People Solutions

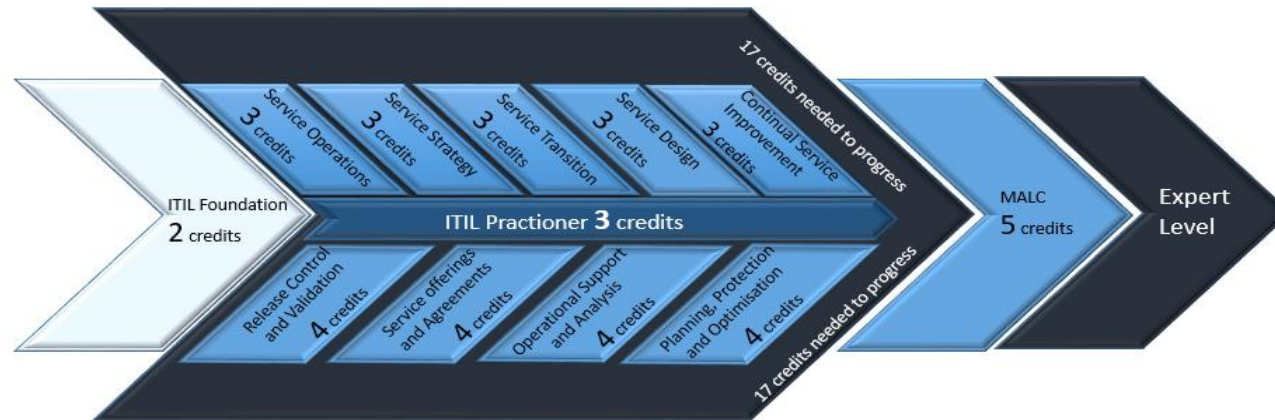


Course Name	Duration (days)	Cost ex VAT	Cost including exam - ex VAT *	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
ITIL Foundation	3	R 4,350.00	R 6,450.00	10		5		21		9		3		12
ITIL Practitioner	3	R 4,150.00	R 7,450.00	15				2			6			
Lifecyle Stream - Intermediate														
Course Name	Duration (days)	Cost ex VAT	Cost including exam - ex VAT *	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Service Operations	3	R 6,250.00	R 8,990.00	29			3			23		25		
Service Strategy	3	R 6,250.00	R 8,990.00			19			4			17		
Service Transition	3	R 6,250.00	R 8,990.00				23		18			10		
Service Design	3	R 6,250.00	R 8,990.00		26			14		26			8	
Continual Service Improvement	3	R 6,250.00	R 8,990.00			12				31			29	
Managing Across The Lifecycle	5	R 7,900.00	R 10,550.00						25					26
Cobit														
Course Name	Duration (days)	Cost ex VAT	Cost including exam - ex VAT *	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Cobit Foundation	3	R 3,800.00	R 5,900.00	29			23			23				

\* Exam cost is impacted by the rand dollar exchange rate  
\*\* the 9th of August is a public holiday, the course will run on 7, 8 and 10 August.

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### Certification Diagram



Detail:

STEP 1: ITIL Foundation				
Course Name	Duration in days	Typical Role	Detail	Number of Credits
ITIL Foundation V3	3	<ul style="list-style-type: none"><li>•Those who require a basic understanding of the ITIL framework</li><li>•Those who need understanding of how ITIL can be used to enhance IT service management within an organization</li><li>•IT professionals or others working within an organization that has adopted and adapted ITIL and who need to be informed about, or contribute to, ongoing service improvement.</li></ul>	The Foundation level is the entry level qualification which offers you a general awareness of the key elements, concepts and terminology used in the ITIL® service lifecycle, including the links between lifecycle stages, the processes used and their contribution to service management practices.	2

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STEP 2: ITIL Intermediate

Service Life Cycle					Service Capability				
Service Lifecycle modules are most relevant to those who have, or are looking for, a management or team leader role that requires management of different areas or work across different teams.					The Service Capability modules are most applicable to those who are looking to gain specialized, knowledge in one or more processes, with focus on the day-to-day execution of ITIL practices and how they interact.				
Course Name	Duration in days	Typical Role	Detail	Number of Credits	Course Name	Duration in days	Typical Role	Detail	Number of Credits
Service Operations	3	<ul style="list-style-type: none"> <li>•Release Manager</li> <li>•Security Administrator</li> <li>•Applications Support</li> <li>•IT Operations Manager</li> <li>•Database Administrator</li> <li>•Problem Manager</li> <li>•Service Desk and Incident Manager</li> <li>•Network Support</li> <li>•Security Manager.</li> </ul>	This module focuses on the principles, processes, operational activities and functions that enable organizations and individuals to successfully manage how their products and services perform. These activities can also help improve their IT Service Management.	3	Operational Support and Analysis	3	<ul style="list-style-type: none"> <li>•Configuration Manager</li> <li>•Availability Manager</li> <li>•System Software</li> <li>•Applications Support</li> <li>•IT Operations Manager</li> <li>•Network Control and Operation</li> <li>•Database Administrator</li> <li>•Problem Manager</li> <li>•Network Support</li> </ul>	The module focuses on the practical application of OSA practices in order to enable event, incident, request, problem, access, technical, IT operations and application management.	4
Service Strategy	3	<ul style="list-style-type: none"> <li>•IT management</li> <li>•IT Finance management</li> <li>•Supplier Relationship management.</li> </ul>	The SS module focuses on the importance of the strategic aspect of services within the IT service lifecycle. It provides the specific knowledge and techniques to help you demonstrate that you understand the risks and success factors and have the skills to develop and progress strategy within an organization or programme.	3	Planning, Protection and Optimization	3	<ul style="list-style-type: none"> <li>•Capacity Manager</li> <li>•Availability Manager</li> <li>•Change Manager</li> <li>•Security Administrator</li> <li>•Applications Support</li> <li>•IT Operations Manager</li> <li>•Network Control and Operation</li> <li>•Network Support</li> <li>•Business Continuity Manager</li> <li>•Security Manager</li> <li>•Service Portfolio Manager</li> <li>•Supplier Relationship Manager.</li> </ul>	The module focuses on the practical application of PPO practices in order enable capacity, availability, IT service continuity, information security and demand management.	4
Service Transition	3	<ul style="list-style-type: none"> <li>•Configuration Manager</li> <li>•Change Manager.</li> </ul>	This module focuses on the process and practice elements and management techniques required to build, test and implement products and services. It also demonstrates how service transition can apply to other stages of the IT Service lifecycle and can underpin decisions during the Strategy and Operations phases.	3	Release, Control and Validation	3	<ul style="list-style-type: none"> <li>•Release Manager</li> <li>•Security Administrator</li> <li>•IT Operations Manager</li> <li>•Database Administrator</li> <li>•Security Manager.</li> </ul>	The module focuses on the practical application of RCV practices in order to enable the successful planning, testing and implementation of new services that meet the organization's or users' needs.	4
Service Design	3	<ul style="list-style-type: none"> <li>•Capacity Manager</li> <li>•Availability Manager</li> <li>•Service Level Manager</li> <li>•Business Continuity Manager</li> <li>•Service Portfolio Manager.</li> </ul>	This module focuses on the design of IT services and covers the architectures, processes, policies and documentation that will enable you to design services that meet the needs of the organization or programme.	3	•Service Offerings and Agreements (SOA).	3	<ul style="list-style-type: none"> <li>•IT Management</li> <li>•IT Finance Manager</li> <li>•Capacity Manager</li> <li>•Availability Manager</li> <li>•Service Level Manager</li> <li>•Business Continuity Manager</li> <li>•Service Portfolio Manager</li> <li>•Supplier Relationship Manager.</li> </ul>	The module focuses on the practical application of SOA practices in order to enable portfolio, service level, service catalogue, demand, supplier and financial management.	4
Continual Service Improvement	3	Applies to all the roles mentioned above.	The CSI qualification focuses on how organizations and individuals can strategically review the products and services they have produced following the strategy, design, transition and operation stages of the IT Service Lifecycle and offers guidance on how this process should be organized and executed. It also includes guidance on the tools and technology that can be used to support CSI activities as well as how to evaluate risks and critical success factors.	3					

**STEP 3: Managing Across Life Cycle**

- All candidates must hold the ITIL Foundation certificate or a Bridge qualification equivalent
- Candidates must have earned a minimum total of 17 credits from the Foundation and Intermediate modules.

Course Name	Duration in days	Typical Role	Detail	Number of Credits
MANAGING ACROSS THE LIFECYCLE	5	<ul style="list-style-type: none"><li>• Chief information officers</li><li>• Senior IT managers</li><li>• IT managers</li><li>• Supervisors</li><li>• IT professionals</li><li>• IT operations practitioners</li><li>• IT development practitioners</li><li>• Individuals who require a business and management level understanding of the ITIL service lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization</li><li>• Individuals seeking the ITIL Expert in IT Service Management certificate, for which this qualification is the final mandatory module</li><li>• Individuals seeking progress towards the ITIL Master in IT Service Management, for which the ITIL Expert in IT Service Management certificate is a prerequisite.</li></ul>	The qualification demonstrates that candidates have learned the value of one combined service management practice as opposed to separate subject areas. ITIL processes and practices, as learnt from the lifecycle and capability streams of the intermediate certificates, are put into a context of delivering this value.	5

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