



Advancing IT Service Leaders for the Digital Enterprise

ITIL® Intermediate Training Program Brochure

• Build Service Excellence • Drive Business Value • Lead IT Transformation

Audience

As organizations embrace digital transformation, IT service management (ITSM) leaders must go beyond foundational knowledge to design, optimize, and improve service delivery. The ITIL Intermediate modules provide professionals with specialized knowledge in ITSM practices, preparing them for advanced roles and certifications.

Ideal for:

- IT Service Managers
- ITIL 4 Foundation Certified Professionals
- IT Consultants & Process Owners
- Service Desk & Operations Managers
- IT Project & Program Managers

Course Description

The ITIL Intermediate Training is designed for professionals seeking deeper expertise in IT Service Management. It builds on the ITIL Foundation level by focusing on lifecycle stages, service capability, and strategic application of ITIL best practices. The training prepares participants for advanced ITIL certifications and equips them to align IT services with evolving business needs.



Course Description

- Introduction to ITIL® 4 and Service Management
- The Four Dimensions of Service Management
- The ITIL® Service Value System (SVS)
- ITIL® Guiding Principles
- The Service Value Chain and Practices
- Key ITIL® Practices: Incident, Problem, Change, Service Desk, and Continual Improvement
- Digital Transformation and ITIL® in the Agile, DevOps & Cloud Era

Training Details

Duration: 3 days

Training Fee: N400,000(excluding tax)





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