



Department of Computer Science

PREPARE FOR A REAL-WORLD CAREER IN IT SERVICE MANAGEMENT WITH THE ITSM
ACADEMY AT THE DEPARTMENT OF COMPUTER SCIENCE

ITIL FOUNDATION COURSE

Participants will gain knowledge and skills on key elements, concepts and terminology used in ITIL Service Lifecycle such as life cycle stages, processes and functions used as well as their contribution to Service Management practices. Participants will also acquire valuable insights into IT organizations management and deployment of successful ITIL based Service Management programs. At the end of the course candidates will be offered exam revision based on the most recent past exam papers. On completion participants will be awarded a certificate of attendance from the University of Botswana.

DATE: 27 May 2019– 31 May 2019

TIME: 9:00am-4:30pm

VENUE: Library Auditorium, University of Botswana

ENROLL NOW AT <https://goo.gl/forms/h5vO9qjSj14NnMzD3>

- Fee : P1800
- *Also payable in two installments at no extra cost before 22nd May 2019*
- Pay at UB Admin, Block 108-043 between 8:30 – 15:30, use UB Vote P1014 as reference for all payments
- Email proof of payment to leburut@ub.ac.bw or drop at office 232-212

Contact us: T. Ntshabele *phone* +267 3552867 *email*: Thabiso.Ntshabele@mopipi.ub.bw
T. Leburu-Dingalo *phone* +2673552269 *email*: leburut@ub.ac.bw