public works
& infrastructure

Department:
Public Works and Infrastructure
REPUBLIC OF SOUTH AFRICA

TERMS OF REFERENCE:

APPOINTMENT OF SERVICE PROVIDER TO DELIVER ITIL FOUNDATION V4 + EXAM COURSE

1. Purpose

The Directorate: Human Resources Development requires the appointment of accredited and credible service provider to deliver ITIL Foundation V4 + Exams course.

2. Background

The Department of Public Works and Infrastructure has in line with the National Skills Development Act and Human Resources Development Strategy conducted a training needs analysis in Head Office for the current financial year to identify the training needs of the Units and developed a Training Plan for implementation of needs.

ITIL Foundation V4 + Exams course was identified by one (01) official in the Chief Directorate: Information Services.

3. Expected Outcomes/ Deliverables

By end of the training the employee should be able to:

- Understand the key concept of ITIL servive manamegent,
- Understand how ITIL guiding principles can help an organization to adopt and adapt ITIL service management,
- Understand how four dimensions of ITIL service management,
- Understanding the purpose and components of the ITIL service value system, and activities of the service value chain, and how they interconnect,
- Understand the key conceptts of continual improvement and
- Learn the various ITIL practices and how theycontribute to value chain activies.

3.1 The course would cover the following topics:

- Course introduction,
- Service management,
- The guiding principles,
- The four dimensions of service management,
- Service value system and
- Overview of ITIL practices.

4. Total number to be trained

One (01) employee from Head Office is to attend the course.

5. Certification

Learner should be subjected to examination, and on completion of the course she should be awarded certificate of competency.

6. Training venue

The training venue should be provided by the Service Provider and should be around Gauteng.

7. Training Dates

The course should be presented over a period of two (02) days.

10. Specific professional experience

The Service provider should be chosen for their training experience have proven relevant experience in management and facilitation of ITIL Foundation course.

11. Special requirements

It is a requirements that all service providers facilitating any type of training must be registered/ accredited with the relevant Education Training Quality Assurance (ETQA) Body or Professional Body/Council and must submit a letter confirming accreditation/decision number. The service provider should be accredited with the Quality Council for Trades and Occupations (QCTO).

12. All disbursements must be included within the cost per employees.

13. Enquiries

All enquiries should be directed to:

Ms Mikateko Mkhwanazi
Training and Development
(012) 406 1679