



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Enterprise Systems Management For IT Support Professionals Training

Physical, Mathematical, Computer and Life Sciences / Information Technology and Computer Sciences

Unit Standard 114056 · NQF Level 5 · 3 Credits · 1 Day

COURSE OVERVIEW

This course equips IT support professionals with the knowledge and skills to effectively manage enterprise systems, including system configuration, monitoring, and troubleshooting. Participants will learn to align IT support operations with business objectives and industry best practices, ensuring system reliability and performance.

Category	Physical, Mathematical, Computer and Life Sciences
Subfield	Information Technology and Computer Sciences
Unit Standard	114056
Accreditation	SAQA Accredited · NQF Level 5 · 3 Credits
Duration	1 day
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply enterprise systems management principles to support organisational IT infrastructure.
- Analyse system performance data to identify and resolve potential issues proactively.
- Evaluate enterprise system configurations to ensure alignment with business requirements.
- Design monitoring strategies to maintain system availability and security.
- Implement change management processes for enterprise systems.
- Demonstrate troubleshooting techniques for common enterprise system faults.

WHO SHOULD ATTEND

- IT support professionals, system administrators, and technical staff responsible for managing enterprise-level systems in medium to large organisations.

COURSE OUTLINE

Day 1: Foundations of Enterprise Systems Management

- Introduction to enterprise systems management concepts
- Components of enterprise systems: servers, networks, storage, applications
- Monitoring tools and techniques (e.g., SNMP, syslog)
- Incident management and escalation procedures
- Service level agreements (SLAs) and key performance indicators (KPIs)
- Fundamentals of system security and access control
- Backup and disaster recovery basics
- Change management and documentation

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **3 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 9,900.00	R 9,900.00
1	In-House	R 12,800.00	R 12,800.00
1	On-Campus (Pretoria)	R 14,800.00	R 14,800.00

UPCOMING SESSIONS

Start	End	Method	Venue
21 Aug 2026	21 Aug 2026	On-Campus	Pretoria, South Africa
24 Aug 2026	24 Aug 2026	On-Campus	Durban, South Africa
25 Aug 2026	25 Aug 2026	On-Campus	Shenzhen, China
26 Aug 2026	26 Aug 2026	On-Campus	Harare, Zimbabwe
27 Aug 2026	27 Aug 2026	On-Campus	Bangkok, Thailand
28 Aug 2026	28 Aug 2026	On-Campus	Victoria Falls, Zimbabwe
28 Aug 2026	28 Aug 2026	On-Campus	Abu Dhabi, UAE
31 Aug 2026	31 Aug 2026	On-Campus	Shenzhen, China

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 114056) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call +27 12 004 8389 or WhatsApp +27 65 077 6310 and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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