

ITIL 4 Foundation

Course outline · issued 14 September 2026

Technology areas	IT Service Management and ITIL
Level	Foundation
Short course	3 days
One-month track	4 weeks · 16 training days · 96 contact hours
Two-month track	8 weeks · 32 training days · 192 contact hours
Delivery	In person, Virtual, Hybrid
Class size	8 to 20 participants
Certification	ITIL 4 Foundation exam preparation; exam via accredited partner
Entry requirements	Some exposure to ICT service delivery or support.

Who it is for

ICT service desk, operations and support managers.

By the end, participants can

- Describe the ITIL service value system
- Apply key practices: incident, problem, change enablement
- Prepare for the ITIL 4 Foundation examination

Short course modules (3 days)

1. Service management concepts
2. Guiding principles
3. Service value chain
4. Key practices
5. Exam preparation and mock test

One-month track — weeks 1 to 4

4 weeks · 16 training days · 96 contact hours

Week 1 — Service management concepts

- Value, outcomes, costs and risks
- Services, products and offerings
- Service relationships and co-creation of value
- Utility and warranty

Practical: Map the service relationships around one agency ICT service.

Week 2 — Guiding principles and governance

- The seven guiding principles in practice
- Governance, management and the four dimensions
- Applying the principles to a real decision
- Continual improvement as a discipline

Practical: Apply the guiding principles to a live service decision.

Week 3 — The service value chain

- Plan, improve, engage, design and transition
- Obtain/build, deliver and support
- Value streams and how work really flows
- Mapping a value stream end to end

Practical: Map the value stream for an e-filing support request.

Week 4 — Key practices

- Incident and problem management
- Change enablement and release
- Service desk, request and level management
- Configuration and asset management

Practical: Redesign the incident and change process for your service desk.

Checkpoint: the one-month track is assessed [here](#).

Two-month track — continues through weeks 5 to 8

8 weeks · 32 training days · 192 contact hours

Week 5 — Practices in depth

- Availability, capacity and continuity
- Supplier and contract management
- Information security management
- Monitoring, event management and observability

Practical: Build availability and continuity targets for a critical service.

Week 6 — Measurement and improvement

- Metrics that drive the right behaviour
- Service level agreements that mean something
- The continual improvement model applied
- Building an improvement register

Practical: Rewrite a service level agreement and its measures.

Week 7 — Implementing in a public institution

- Sequencing an ITIL adoption realistically
- Tooling choices and their limits
- Culture, resistance and sponsorship
- Working with existing procurement and audit rules

Practical: Produce the ICT service management improvement plan.

Week 8 — Examination preparation

- Syllabus review and question technique
- Terminology drilling
- Full mock examination under timed conditions
- Review, gap closure and booking the exam

Practical: Sit a full mock ITIL 4 Foundation paper and review it.

Capstone assessment and post-course evaluation.

Capstone

A service management improvement plan for the agency ICT function, plus a full mock ITIL 4 Foundation examination sat under exam conditions.

About this outline

Indicative extended tracks. The one-month track runs weeks 1 to 4; the two-month track continues through week 8 with deeper labs, certification preparation and a capstone. Weeks, contact hours and cohort sizes are finalised with each client.

Prepared by	Dividend Consulting Nigeria Limited
RC number	463831
Contact	0806 022 0612 · imudiagra@gmail.com
