

Itil V3 Foundation Complete Certification Kit Study Guide Book And Online Course

Itil V3 Foundation Complete Certification KitStudy Guide Book and Online CourseEmereo Pty Limited

The first edition of this book and its accompanying eLearning course is regarded as a classic in its field. Now, in an expanded and updated version of The Art of Service's book, the authors once again present a step-by-step guide to getting your ITIL v3 SOA Certificate. Who Knew ITIL Certification E-Learning This Quick and Easy Could Make You Look This Good. The Art of Service has dramatically changed the way we deliver employee training. We can now deliver more training at less cost to a wider audience in a shorter period of time.' On-demand eLearning: Don't pay over \$ 3,000.00 for a 5 day class room based course - you're out of touch with your work for 5 days and including the course fee: the costs are insurmountable - take the online learning option instead and study at your own pace. Course Description: This online learning course immerses learners in the practical aspects of the ITIL v3 Service Lifecycle and processes associated with the Service Offerings and Agreements of services and service delivery. The main focus of this course is on the SOA process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices in Service Offerings and Agreements of the Service Management Lifecycle. This course uses an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam: the APMG/EXIN Intermediate Level Certificate Service Offerings and Agreements. Learning Objectives: At the end of this course, the learner will gain competencies in: * Understanding Service Management as a Practice, and how the processes within Service Offerings and Agreements support the Service Lifecycle * Knowing the important role of Service Offerings and Agreements in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes * The activities, methods and functions used in each of the Service Offerings and Agreements processes * The application of Service Offerings and Agreements processes, activities and functions to achieve operational excellence * How to measure Service Offerings and Agreements performance * The importance of IT Security and how it supports Service Offerings and Agreements * Understanding technology and implementation requirements in support of Service Offerings and Agreements * The challenges, critical success factors and risks related with Service Offerings and Agreements As well as preparing participants for the exam. Pre-requisites: ITIL v3 Foundation Certificate in IT Service Management or ITIL v2 Foundation Certificate plus Bridge Certificate. It is highly recommended that you read the Service Offerings and Agreements book prior to commencement of this program. Delivery: The program combines short presentations supported by accredited trainer audio. There are also quizzes and exercises (marking scheme provided) to ensure learners are testing their knowledge and competency to enhance understanding of key concepts. Revision questions and a mock examination help to prepare for the multiple-choice APMG/EXIN examination. This program is an eLearning Program, your access details to the elearning course are in the book. Considering the increasing number of IT Professionals and their Organizations who want to be actively involved in IT Service Management, this book, which leads to ITIL v3 SOA and paves the way to ITIL v3 Expert Certification, should do at least as well as the first edition, which is a bestseller.

The first edition of this book and its accompanying eLearning course is regarded as a classic in its field. Now, in an expanded and updated version of The Art of Service's book, the authors once again present a step-by-step guide to getting your ITIL v3 PPO Certificate. Who Knew ITIL Certification E-Learning This Quick and Easy Could Make You Look This Good. The Art of Service has dramatically changed the way we deliver employee training. We can now deliver more training at less cost to a wider audience in a shorter period of time.' On-demand eLearning: Don't pay over \$ 3,000.00 for a 5 day class room based course - you're out of touch with your work for 5 days and including the course fee: the costs are insurmountable - take the online learning option instead and study at your own pace. Course Description: This online learning course immerses learners in the practical aspects of the ITIL v3 Service Lifecycle and processes associated with the Planning, Protection and Optimization of services and service delivery. The main focus of this course is on the PPO process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices in Planning, Protection and Optimization of the Service Management Lifecycle. This course uses an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam: the APMG/EXIN Intermediate Level Certificate Planning, Protection and Optimization. Learning Objectives: At the end of this course, the learner will gain competencies in: * Plan key activities for the Planning, Protection and Optimization processes in the context of the Service Lifecycle * Attain operational excellence by using the Planning, Protection and Optimization processes, activities and functions * Measure the success of Planning, Protection and Optimization by applying key metrics * Utilize capacity and availability management to realize successful Service Design * Ensure that services are fit-for-purpose and fit-for-use * Identifying and mitigating risks * Apply Continual Service Improvement As well as preparing participants for the exam. Pre-requisites: ITIL v3 Foundation Certificate in IT Service Management or ITIL v2 Foundation Certificate plus Bridge Certificate. It is highly recommended that you read the Planning, Protection and Optimization book prior to commencement of this program. Delivery: The program combines short presentations supported by accredited trainer audio. There are also quizzes and exercises (marking scheme provided) to ensure learners are testing their knowledge and competency to enhance understanding of key concepts. Revision questions and a mock examination help to prepare for the multiple-choice APMG/EXIN examination. This program is an eLearning Program, your access details to the elearning course are in the book. Program Materials: * Access to presentations with trainer audio * The Art of Service Planning, Protection and Optimization Book * Exercises | Answers * Mock Exam questions Considering the increasing number of IT Professionals and their Organizations who want to be actively involved in IT Service Management, this book, which leads to ITIL v3 Expert Certification, should do at least as well as the first edition, which is a bestseller.

Everything you need to prepare for the ITIL exam The ITIL (Information Technology Infrastructure Library) exam is the ultimate certification for IT service management. This essential resource is a complete guide to preparing for the ITIL Foundation exam and includes everything you need for success.

Passing Your ITIL Foundation Exam

Become ITIL® 4 Foundation Certified in 7 Days

The ITIL V3 Factsheet Benchmark Guide

ITIL V3 Foundation Complete Certification Kit

ITIL® V3 Foundation Complete Certification Guidebook

ITIL Intermediate Certification Companion Study Guide

Who Knew ITIL Certification E-Learning This Quick and Easy Could Make You Look This Good. 'The Art of Service has dramatically changed the way we deliver employee training. We can now deliver more training at less cost to a wider audience in a shorter period of time.' On-demand eLearning: Don't pay over \$ 3,000.00 for a 5 day class room based course - you're out of touch with your work for 5 days and including the course fee: the costs are insurmountable - take the online learning option instead and study at your own pace. Course Description: This online learning course immerses learners in the practical aspects of the ITIL v3 Service Lifecycle and processes associated with the Service Offerings and Agreements of services and service delivery. The main focus of this course is on the SOA process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices in Service Offerings and Agreements of the Service Management Lifecycle. This course uses an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam: the APMG/EXIN Intermediate Level Certificate Service Offerings and Agreements. Learning Objectives: At the end of this course, the learner will gain competencies in: * Understanding Service Management as a Practice, and how the processes within Service Offerings and Agreements support the Service Lifecycle * Knowing the important role of Service Offerings and Agreements inservice provision and understanding of how the in-scope processes interact with other Service Lifecycle processes * The activities, methods and functions used in each of the Service Offerings and Agreements processes * The application of Service Offerings and Agreements processes, activities and functions to achieve operational excellence * How to measure Service Offerings and Agreements performance * The importance of IT Security and how it supports Service Offerings and Agreements * Understanding technology and implementation requirements in support of Service Offerings and Agreements * The challenges, critical success factors and risks related with Service Offerings and Agreements As well as preparing participants for the exam. Pre-requisites: ITIL v3 Foundation Certificate in IT Service Management or ITIL v2 Foundation Certificate plus Bridge Certificate. It is highly recommended that you read the Service Offerings and Agreements book prior to commencement of this program. Delivery: The program combines short presentations supported by accredited trainer audio. There are also quizzes and exercises (marking scheme provided) to ensure learners are testing their knowledge and competency to enhance understanding of key concepts. Revision questions and a mock examination help to prepare for the multiple-choice APMG/EXIN examination. This program is an eLearning Program, your access details to the elearning course are in the book. Program Materials: * Access to presentations with trainer audio * The Art of Service Service Offerings and Agreements Book * Exercises + Answers * Mock Exam questions

The ITIL (Information Technology Infrastructure Library) V3 Foundation Complete Certification Kit is the most complete guide for anyone involved in IT Service Management and who are aiming to take the ITIL V3 Foundation exam, whether they be first-time ITIL learners or seasoned IT professionals. Still a number one best-seller for IT Management from Amazon.com to Barnes and Noble and many more, this 2009 edition has refreshed the study guide and online learning program, with its updated, inspiring, and detailed plan for passing your ITIL V3 Foundation exam on the first attempt. With new examples, instructions, and cautionary advice, the ITIL V3 Foundation Complete Certification Kit is, to quote numerous of ITIL certified clients, "the gold standard of ITIL Certification." As the industry standard in terms of Process, Service and Lifecycle Management for IT, the ITIL Foundation exam is the most popular entry-level certification, particularly for individuals switching from another career to IT. This kit prepares you for the certification exam by offering valuable information on the ITIL framework, ITIL certification and IT Service Management as a practice. This certification kit contains both the study guide and access to our online program that together provides everything you need to prepare for the ITIL V3 Foundation certification exam, including: - Real-world scenarios that describe what you've learned in the context of service solutions. These include thought provoking questions to challenge your thinking and understanding. - Section reviews for each chapter to help you zero in on what you need to know and includes practice exam questions. - A Real World Guide to ITILV3 Skills. Key information and real world examples organized around the actual day-to-day tasks and challenges you'll face in the field of IT Service Management. - Ability to assess what you've learned with challenging ITIL Foundation exam style questions. - Adobe Flash presentations that you can view and replay as many times as required, facilitated by certified ITIL trainers who explain each of the topics and concepts of ITIL. - Materials developed on the specific syllabus and exam criteria - so that you can be confident in achieving exam success on your first attempt. Editorial Reviews - Read the book, took the online course and test, PASSED. - This ITIL exam prep book and course are an invaluable study aid for passing the ITIL Foundation exam. Highly recommended. - I've been an IS project manager for over 10 years. I've studied ITIL materials in preparation, but took no courses or workshops. I studied this book and its accompanying course for 10 days immediately preceding my exam. Read the book about 3 times. - I took the ITIL Foundation exam and got 98% of the questions correct. I think that the study tips in the book and course helped me get about 15-20 questions right that I might have otherwise missed. (your mileage may vary). - The book and course made me confident in sitting the exam, and is the best such book that I've come across. - Worth it especially since you have access to the online learning component as well. - Good focus on ITIL's processes (things important to ITIL Foundation and passing the test that your experience in IT may not help you) - Highly recommended, I passed in one go!

The first edition of this book and its accompanying eLearning course is regarded as a classic in its field. Now, in an expanded and updated version of The Art of Service's book, the authors once again present a step-by-step guide to getting your ITIL v3 OSA Certificate. Who Knew ITIL Certification E-Learning This Quick and Easy Could Make You Look This Good. 'The Art of Service has dramatically changed the way we deliver employee training. We can now deliver more training at less cost to a wider audience in a shorter period of time.' On-demand eLearning: Don't pay over \$ 3,000.00 for a 5 day class room based course - you're out of touch with your work for 5 days and including the course fee: the costs are insurmountable - take the online learning option instead and study at your own pace. Course Description: This intensive interactive course immerses learners in the practical aspects of the ITIL v3 Service Lifecycle and processes associated with the Operational Support and Analysis of services and service delivery. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices in resolution and support of the Service Management Lifecycle. This course uses an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam: the APMG/EXIN Intermediate Level Certificate Operational Support and Analysis. Learning Objectives: At the end of this course, the learner will gain competencies in: * Understanding Service Management as a Practice, Service Operation principles, purpose and objective * Knowing the important role of Operational Support and Analysis in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes * The activities, methods and functions used in each of the Operational Support and Analysis processes * The application of Operational Support and Analysis processes, activities and functions to achieve operational excellence * How to measure Operational Support and Analysis performance * The importance of IT Security and how it supports Operational Support and Analysis * Understanding technology and implementation requirements in support of Operational Support and Analysis * The challenges, critical success factors and risks related with Operational Support and Analysis As well as preparing participants for the exam. Pre-requisites: ITIL v3 Foundation Certificate in IT Service Management or ITIL v2 Foundation Certificate plus Bridge Certificate. It is highly recommended that you read the Operational Support and Analysis book prior to commencement of this program. Delivery: The program combines short presentations supported by accredited trainer audio. There are also quizzes and exercises (marking scheme provided) to ensure learners are testing their knowledge and competency to enhance understanding of key concepts. Revision questions and a mock examination help to prepare for the multiple-choice APMG/EXIN examination. This program is an eLearning Program, your access details to the eLearning course are in the book. Program Materials: * Access to presentation with trainer audio * The Art of Service Operational Support and Analysis Book * Exercises | Answers (where applicable) * Mock Exam questions

Everything you need to prepare for the ITIL exam - Accredited to 2011 syllabus The ITIL (Infoamation Technology Infrastructure Library) exam is the ultimate certification for IT service management. This essential resource is a complete guide to preparing for the ITIL Foundation exam and includes everything you need for success. Organized around the ITIL Foundation (2011) syllabus, the study guide addresses the ITIL Service Lifecycles, the ITIL processes, roles, and functions, and also thoroughly explains how the Service Lifecycle provides effective and efficient IT services. Offers an introduction to IT service management and ITIL V3 service strategy Highlights the topics of service design and development and the service management processes Reviews the building, testing, authorizing, documenting, and implementation of new and changed services into operation Addresses creating and maintaining value for customers through monitoring and improving services, processes, and technology Download valuable study tools including practice exams, flashcards, a glossary of key terms and more. If you prefer self-study over the more expensive training course, but you don't want to skimp on information or preparation, then this study guide is for you.

Learning ITIL Made Simple with Real-life Examples

ITIL Foundation All-in-One Exam Guide

Complete ITIL Exam Preparation Course

The exam facts you need

ITIL V3 Foundations

Itil V3 Foundation Certification Exam Preparation Course in a Book for Passing the Itil V3 Foundation Exam - The How to Pass on Your First Try Certification Study Guide

Pass the ITIL Foundation examination by learning the basics of ITIL and working through real-life examples. This book breaks the course down for studying in 7 days with 3 hours a day, which means at the end of a week you are ready to pass the exam. You'll also see tips and an array of sample questions, as well as FAQs on ITIL. All this will prepare you for the examination and give you the knowledge required to pass with flying colors. After using Become ITIL Foundation Certified in 7 Days and earning the ITIL Foundation certification, you'll be well placed to get the career you always wanted. What You Will Learn Gain ITIL basics | the entire syllabus designed of the ITIL Foundation certification Obtain a deep-rooted understanding of ITIL topics and not textbook knowledge Prepare for the ITIL Foundation examination Sort out career-related queries and decide whether ITIL will aid your career Who This Book Is For IT professionals from the IT services industry are the primary audience.

Use this guide book in its fully updated second edition to study for the ITIL 4 Foundation certification exam. Know the latest ITIL framework and DevOps concepts. The book will take you through the new ITIL framework and nuances of the DevOps methodology. The book follows the topics included in the foundation certification exam syllabus and includes new sections on ITIL's guiding principles, service value chain, and the four dimensions of service management. Also included are the concepts, processes, and philosophies used in DevOps programs and projects. ITIL and DevOps concepts are explained with relevant examples. By the time you finish this book, you will have a complete understanding of ITIL 4 and will be ready to take the ITIL 4 Foundation certification exam. You will know the DevOps methodology and how ITIL reinforces the philosophy of shared responsibility and collaboration. Over the course of a week, even while working your day job, you will be prepared to take the exam. What You Will Learn Know the basics of ITIL as you prepare for the ITIL Foundation certification exam Understand ITIL through examples Be aware of ITIL's relevance to DevOps and DevOps concepts Who This Book Is For Professionals from the IT services industry

Pass the Information Technology Infrastructure Library (ITIL) v3 Foundation Exam is one of the most demanded technology certification. Pass the exam with this book in a easy-to-understand, efficient way. Pass the first time!

In the Second Edition of The Art of Service's best-selling test preparation guide for the ITIL V3 Foundation certification exam, students get more help than ever with an expanded section on the Service LifeCycle and Service Management, new material in ITIL V3 MindMaps, and updated material throughout. This resource now includes 80 tutorial questions/answers and a new Final Review and Last Minute Super Review Boot Camp section. This guide is an ideal review tool for ITIL V3 Foundation Certification, and preparation for the written exam. The book is a perfect study guide for the ITIL v3 Foundation Exam. Written in a unique question/answer format, with a quick reference index, this is also an essential student reference volume for use in any ITIL, IT Service Management and IT Management and Professional role. This Second Edition of THE self-study exam preparation guide for the ITIL V3 Foundation certification exam contains everything you need to test yourself and pass the Exam, including all the processes, and inputs and outputs. Exam topics are covered and insider secrets, complete explanations of all ITIL V3 subjects, test tricks and tips, numerous highly realistic sample questions, and exercises designed to strengthen understanding of ITIL V3 concepts and prepare you for exam success on the first attempt are provided. Can you imagine valuing a book so much that you send the author a "Thank You" letter? Tens of thousands of people understand why the material by The Art of Service is a worldwide best-seller. Is it their years of ITIL experience? The endless hours of ongoing research? Or is it the razor-sharp focus on making sure you don't waste a single minute of your time studying any more than you absolutely have to? Actually, it's all of the above. This book includes new exercises and sample questions never before in print. Offering numerous sample questions, critical time-saving tips plus information available nowhere else, this book will help you pass the ITIL V3 Foundation exam on your FIRST try. Done the ITIL V3 Foundation course, up to speed with the theory? Buy this. Read it. And Pass the ITIL V3 Foundation Exam.

ITIL®4

Become ITIL Foundation Certified in 7 Days

ITIL® 4 Essentials: Your essential guide for the ITIL 4 Foundation exam and beyond, second edition

The Itil V3 Intermediate Soa Capability Complete Certification Kit

Itil(r)V3 Foundations: A Time-Compressed Resource to Passing the Itil(r)V3 Foundations Exam on Your 1st Attempt!

Understand and Prepare for the ITIL Foundation Exam with Real-life Examples

"This course is designed to get you ready to take and pass the ITIL v3 Foundation exam in the next 7 days. We cover everything you need to pass the exam by breaking down the content into 3 hours of video. In just 30-60 minutes a day, you will learn everything you need to know to pass the exam on your first attempt! The Information Technology Infrastructure Library Version 3 (ITIL v3) framework has become the standard in IT Service Management across the globe. ITIL helps all organizations, regardless of their industry or business sector, provide their IT services using the most efficient and economical methods. The framework focuses on IT Service Management best practices and efficient operations, and is used in government, commercial, and non-profit organizations, alike. The ITIL v3 Foundation exam is the entry-level certification in the ITIL framework and offers an exceptional overview of ITIL. By obtaining your ITIL v3 Foundations certification, you are showing employers that you understand the key elements, concepts and terminology used in the ITIL service lifecycle, including how operations move between each stage of the lifecycle, the processes used, and their overall contribution to the service management best practices. This course is a "cram" course and will cover just the essentials needed for you to study and pass the exam in the shortest amount of time. If you have no previous experience in ITIL or IT Service Management, it is recommended that you take our "ITIL v3 Foundations: Your Complete ITIL Exam Prep Course" instead, which moves at a much slower pace and covers each topic in-depth over a total of 8.5 hours. This course is the summarized, quick study version of that course."--Resource description page.

The first and second edition of this book and its accompanying eLearning course are regarded as a classic in its field. Now, in an expanded and updated version of The Art of Service's book, the authors once again present a step-by-step guide to getting your ITIL RCV Certificate. Who Knew ITIL Certification E-Learning This Quick and Easy Could Make You Look This Good. On-demand eLearning: Do not pay over \$ 3,000.00 for a 5 day class room based course - you are out of touch with your work for 5 days and including the course fee: the

costs are insurmountable: take the online learning option instead and study at your own pace. Course Description: This intensive interactive course immerses learners in the practical aspects of the ITIL Service Lifecycle and processes associated with the Release, Control and Validation of services and service delivery. The main focus of this course is on the RCV process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This course uses an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam: the APMG Intermediate Level Certificate Release, Control and Validation. Learning Objectives: At the end of this course, the learner will gain competencies in: * Understanding Service Management as a Practice, Service Operation principles, purpose and objective * Knowing the important role of Release, Control and Validation in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes * The activities, methods and functions used in each of the Release, Control and Validation processes * The application of Release, Control and Validation processes, activities and functions to achieve operational excellence * How to measure Release, Control and Validation performance * The challenges, critical success factors and risks related with Operational Support and Analysis * An in-depth understanding of Change Management, Service Validation and testing, Service Asset and Configuration Management, Knowledge Management, Evaluation, Release and Deployment, Request Fulfilment processes * The roles and responsibilities within these processes and the activities for supporting the Service Management Lifecycle * Technology and implementation considerations surrounding Release, Control and Validation * Challenges, critical success factors and risks associated with this module *Pre-requisites: ITIL v3 Foundation Certificate in IT Service Management. It is highly recommended that you read the Release, Control and Validation book prior to commencement of this program. Delivery: The program combines short presentations supported by accredited trainer audio. There are also quizzes and exercises (marking scheme provided) to ensure learners are testing their knowledge and competency to enhance understanding of key concepts. Revision questions and a mock examination help to prepare for the multiple-choice APMG examination. This program is an eLearning Program, your access details to the elearning course are in the book. Program Materials:* * Access to presentations with trainer audio * The Art of Service Release, Control and Validation Book * Exercises + Answers * Mock Exam questions Considering the increasing number of IT Professionals and their Organizations who want to be actively involved in IT Service Management, this book, which leads to ITIL RCV and paves the way to ITIL Expert Certification, should do at least as well as the first edition, which is a bestseller.

*New ITIL V3! Real-life use, insights and applications for all ITIL V3 processes * 100% re-researched edition includes 5 Lifecycle phases, 19 Processes, 4 Functions, 51 Mindmaps and 29 other diagrams * 150 hours of work poured into 132 pages of real life data for this Guide. Known as the "ITIL V3 Encyclopedia," The Guide brings you exclusive data for all ITIL V3's 19 processes, plus implementation advice, supporting info and related processes help into one handy Guide for you. Use the 51 MindMaps and 19 tables of ITIL data to:* * Compare your ITIL approach to your competitors' and best practice * (Re)design your ITIL processes and activities to improve results -- based on The new extensive MindMaps * Get more insight in the processes activities * Convince your boss (or client) to OK your implementation ideas and budget * Discover if the new ITIL processes and activities or other advanced tactics are worth applying for your organization * Find out how relations between processes differ by process (lots of data.)

This self-study exam preparation guide for the ITIL V3 Foundation Bridge certification exam contains everything you need to test yourself and pass the Exam, including all the processes, and inputs and outputs. Exam topics are covered and insider secrets, complete explanations of all ITIL V3 subjects, test tricks and tips, numerous highly realistic sample questions, and exercises designed to strengthen understanding of ITIL V3 concepts and prepare you for exam success on the first attempt are provided. Can you imagine valuing a book so much that you send the author a "Thank You" letter? Tens of thousands of people understand why the material by The Art of Service is a worldwide best-seller. Is it their years of ITIL experience? The endless hours of ongoing research? The interviews with those who failed the exam, to identify gaps in their knowledge? Or is it the razor-sharp focus on making sure you don't waste a single minute of your time studying any more than you absolutely have to? Actually, it's all of the above. This book includes new exercises and sample questions never before in print. Offering numerous sample questions, critical time-saving tips plus information available nowhere else, this book will help you pass the ITIL V3 Foundation Bridge exam on your FIRST try. Done the ITIL V3 Foundation Bridge course, up to speed with the theory? Buy this. Read it. And Pass the ITIL V3 Foundation Bridge Exam.

ITIL V3 Foundation

ITIL Release, Control and Validation (RCV) Full Certification Online Learning and Study Book Course

Itil V3 Release, Control and Validation (Rcv) Full Certification Online Learning and Study Book Course – The Itil V3 Intermediate Rcv Capability Complete Certification Kit – Second Edition

The How to Pass on Your First Try Certification Study Guide

ITIL Foundation

Study Guide and Online Course

ITIL Practitioner Guidance is the essential reference text which accompanies the ITIL Practitioner qualification. Fully integrated with the ITIL Practitioner syllabus, this publication is also a practical guide that helps IT service management (ITSM) professionals turn ITIL theory into practice through case studies, worksheets, templates and scenarios. The book assumes knowledge of ITIL and ITSM up to ITIL Foundation level, and begins with a discussion of the guiding principles of ITSM. It goes on to explain how these guiding principles are essential for ITSM and how they relate to philosophies, frameworks and methodologies such as DevOps, Lean, Agile etc. The publication shows how following the CSI (continual service improvement) approach, and how the core skills of organizational change management, communication, metrics and measurement, can underpin successful ITSM improvement initiatives.

In this book, you will receive a crash course that will introduce you to everything you need to know in order to pass the ITIL® Foundation certification exam. This book covers just the essentials with no fluff, filler, or extra material, so you can learn the material quickly and conquer the certification exam with ease. This book assumes that you have no previous experience with the ITIL® framework and will teach you the bare minimum you need to know in order to take and pass the ITIL® Foundation certification exam on your first attempt. This book will NOT teach you everything you need to know to be efficient or effective in implementing the ITIL® Framework in your organization. This text is designed to get you to pass the certification exam, not to make you an expert in ITIL®.Due to the design of this text, we will move at a very quick pace through the material. If you read this entire book and take the practice exams located at the end of the text (scoring at least an 85% or higher), you will be ready to take and pass the ITIL® Foundation exam on your first attempt!(Please register your book at www.DionTraining.com to gain access to the accompanying online video course as a free bonus.)Dion Training is an Authorized Training Organization (ATO) for the ITIL Foundations exam. Discount exam vouchers are available through our website for students.

Annotation Countless time and money is spent preparing for the ITIL Foundation exam. So why aren't students laser-focused on taking practice exams before attempting the real thing? If you plan on passing the ITIL Foundation exam, it's time to test your knowledge. It's time for ITIL Exam Prep - Questions, Answers, and Explanations.

This book helps people prepare for the ITIL® 2011 Edition Foundation qualification exam. It contains direct links to the full syllabus and specifies the terms and definitions required. In addition it gives sample questions for practice both within the text and also a number of the official exams questions in the back. The content of this book is based on the ITIL® 2011 Edition core guidance and APMG's ITIL Foundation Certificate syllabus edition 2011. Written by globally experienced trainers and reviewed by other professionals this unique work provides clear and concise guidance for all those seeking to achieve success at the ITIL Foundation Level. Covering: A clear and concise explanation of the exam structure; Key text for the exams; Sample exam questions and sample answers and Hints and Tips and practical examples this book will highlight for readers the key items they need for the ITIL Foundation Exam that will increase chances of success. By this book is a separate file (free, via internet) available: □ All images in the book, in Powerpoint format. Click on the button Training Material by the book on our website.

Passing the ITIL® Foundation Exam

Service Offerings and Agreements (SOA) Full Certification Online Learning and Study Book Course

The Itil V3 Intermediate Ppo Capability Complete Certification Kit

Itil V3 Foundations

ITIL® V3 Study Guide to Pass in First Attempt

Study Guide Book and Online Course

ITIL® 4 Essentials contains everything you need to know to pass the ITIL 4 Foundation Certificate, plus more. It covers practices and concepts that are not addressed as part of the Foundation syllabus, making it ideal for newly qualified practitioners. This second edition has been updated to align with amendments to the ITIL® 4 Foundation syllabus. This self-study exam preparation guide for the ITIL V3 Foundation certification exam contains everything you need to test yourself and pass the Exam, including all the processes, and inputs and outputs. Exam topics are covered and insider secrets, complete explanations of all ITIL v3 subjects, test tricks and tips, numerous highly realistic sample questions, and exercises designed to strengthen understanding of ITIL v3 concepts and prepare you for exam success on the first attempt are provided. Can you imagine valuing a book so much that you send the author a "Thank You" letter? Tens of thousands of people understand why the material by The Art of Service is a worldwide best-seller. Is it their years of ITIL experience? The endless hours of ongoing research? The interviews with those who failed the exam, to identify gaps in their knowledge? Or is it the razor-sharp focus on making sure you don't waste a single minute of your time studying any more than you absolutely have to? Actually, it's all of the above. This book includes new exercises and sample questions never before in print. Offering numerous sample questions, critical time-saving tips plus information available nowhere else, this book will help you pass the ITIL V3 Foundation exam on your FIRST try. Done the ITIL V3 Foundation course, up to speed with the theory? Buy this. Read it. And Pass the ITIL V3 Foundation Exam. Endorsed by the Official ITIL Accreditor and updated in line with the 2011 syllabus, the bestselling study aid Passing your ITIL Foundation Exam - 2011 Edition is the ideal companion for students preparing for their ITIL Foundation Exam. The publication presents the Foundation content in an easy-to-follow structure, which is ideal for learning, and developing an understanding of the basic concepts, principles and terminology associated with IT service management. The publication provides an overview of the ITIL Foundation learning requirements. It contains chapters on service management, each of the five lifecycle stages, and service management technology - plus information on the qualification scheme and the exam itself. Key features: Topics are presented in a logical easy-to-absorb structure. A fictional case study helps to bring service management to life. Mind maps summarize content at the end of chapters

The Information Technology Infrastructure Library (ITIL®) has become the standard framework for the IT service industry. In this the author explains what ITIL is and how it can help align IT services with the needs of your organization. The book is comprised of eight modules, drawn from ITIL objectives that follow the phases of the service life cycle. Author explains the key principles, models, and concepts behind the ITIL model of service management, and then dives deep into the life-cycle processes, from business-relationship management to problem management and by using some using real-word examples.Welcome to the ITIL Foundation Exam Guide, as many of you guys out there may have heard, that the ITIL infrastructure library has become the prominent framework in our IT service industry around IT service management. We have broken out this book into several modules and each one of those modules will be broken down into smaller information sub-sections.One of the primary focuses of ITIL is really around the service and the life cycle that those services go through. So, we'll make sure that you have a good understanding of what those life cycle phases are, as well as the processes that are part of those phases.Talk about the relevance of IT service management to your organization. What we'd like to do here is bring up some specific examples, some history that I may have around ITIL to help you understand some of the basic concepts so that you cannot just, so that you don't just learn the model, you understand how to apply the model across your organization. And then finally, this is also a preparation for the Foundation exam. We'll talk a little bit more about what the exam consists of here.So, what I'd like for you to do is prepare yourself for the exam and I really want you to understand what this ITIL stuff is all about. Number one, like I mentioned before, the service life cycle. You'll hear me talk about things like service strategy, service design, service transition, service operation, and continual service improvement. Now, that may be foreign to you today, but as soon as you walk through several of these, those will start to make a lot of sense to you.We will talk about those life cycle phases. We'll talk about capabilities and resources organizations should have to help drive services and drive them through their life cycles. We'll talk a little bit about quality, quality of processes, and quality of services and so on. So those are the topics that we're going to cover in this Book.

Intermediate ITIL Service Lifecycle Exams

The Fast Pass Study Guide

800+ ITIL Foundation Questions with Detailed Solutions

The 'How to Pass on Your First Try' Certification Study Guide

A Guide for ITIL Foundation Exam Candidates

Itil V3 Planning, Protection and Optimization (Ppo) Full Certification Online Learning and Study Book Course

"The Information Technology Infrastructure Library Version 3 (ITIL v3) framework has become the standard in IT Service Management across the globe. ITIL helps all organizations, regardless of their industry or business sector, provide their IT services using the most efficient and economical methods. The framework focuses on IT Service Management best practices and efficient operations, and is used in government, commercial, and non-profit organizations, alike.This course covers the ITIL v3 Foundation exam (with the most current objectives) is the entry-level certification in the ITIL framework and offers an exceptional overview of ITIL. By obtaining your ITIL v3 Foundations certification, you are showing employers that you understand the key elements, concepts and terminology used in the ITIL service lifecycle, including how operations move between each stage of the lifecycle, the processes used, and their overall contribution to the service management best practices."--Resource description page.

In this book, you will receive a crash course that will introduce you to everything you need to know in order to pass the ITIL® v3 Foundation certification exam. This book covers just the essentials with no fluff, filler, or extra material, so you can learn the material quickly and conquer the certification exam with ease. This book assumes that you have no previous experience with the ITIL® v3 framework and will teach you the bare minimum you need to know in order to take and pass the ITIL® v3 Foundation certification exam on your first attempt. This book will NOT teach you everything you need to know to be efficient or effective in implementing the ITIL® v3 Framework in your organization. This text is designed to get you to pass the certification exam, not to make you an expert in ITIL®.Due to the design of this text, we will move at a very quick pace through the material. If you read this entire book and take the practice exams located at the end of the text (scoring at least an 85% or higher), you will be ready to take and pass the ITIL® v3 Foundation exam on your first attempt!(Please register your book at www.DionTraining.com/ITILCRAM to gain access to the accompanying online video course for FREE! See page 133 for details.)

The ITIL (Information Technology Infrastructure Library) V3 Foundation Complete Certification Kit is the most complete guide for anyone involved in IT Service Management and who are aiming to take the ITIL V3 Foundation exam, whether they be first-time ITIL learners or seasoned IT professionals. Still a number one best-seller for IT Management from Amazon.com to Barnes and Noble and many more, this Third edition has refreshed the study guide and online learning program, with its updated, inspiring, and detailed plan for passing your ITIL V3 Foundation exam on the first attempt. With new examples, instructions, and cautionary advice, the ITIL V3 Foundation Complete Certification Kit is, to quote numerous of ITIL certified clients, "the gold standard of ITIL Certification." As the industry standard in terms of Process, Service and Lifecycle Management for IT, the ITIL Foundation exam is the most popular entry-level certification, particularly for individuals switching from another career to IT. This kit prepares you for the certification exam by offering valuable information on the ITIL framework, ITIL certification and IT Service Management as a practice. This certification kit contains both the study guide and access to our online program that together provides everything you need to prepare for the ITIL V3 Foundation certification exam, including: - Real-world scenarios that describe what you've learned in the context of service solutions. These include thought provoking questions to challenge your thinking and understanding. - Section reviews for each chapter to help you zero in on what you need to know and includes practice exam questions. - A Real World Guide to ITIL V3 Skills. Key information and real world examples organized around the actual day-to-day tasks and challenges you'll face in the field of IT Service Management. - Ability to assess what you've learned with challenging ITIL Foundation exam style questions. - Adobe Flash presentations that you can view and replay as many times as required, facilitated by certified ITIL trainers who explain each of the topics and concepts of ITIL. - Materials developed on the specific syllabus and exam criteria - so that you can be confident in achieving exam success on your first attempt. This new Expanded and Updated edition includes: - Content updated to match syllabus 4 - processes and other content areas all provided for in both the book and elearning presentations - More in-depth exam prep - eg. answer guides for all exam questions - More content depth in a number of areas Editorial Reviews: - Read the book, took the online course and test, PASSED. - This ITIL exam prep book and course are an invaluable study aid for passing the ITIL Foundation exam. Highly recommended. - I've been an IS project manager for over 10 years. I've studied ITIL materials in preparation, but took no courses or workshops. I studied this book and its accompanying course for 10 days immediately preceding my exam. Read the book about 3 times. - I took the ITIL Foundation exam and got 98% of the questions correct. I think that the study tips in the book and course helped me get about 15-20 questions right that I might have otherwise missed. (your mileage may vary). - The book and course made me confident in sitting the exam, and is the best such book that I've come across. - Worth it especially since you have access to the online learning component as well. - Good focus on ITIL's processes (things important to ITIL Foundation and passing the test that your experience in IT may not help you) - Highly recommended, I passed in one go!

ITIL® Foundation Essentials is a distillation of the critical information you need to understand the key facts for a successful exam.

ITIL V3 Foundation Certification Exam Preparation Course

Exam Prep Study Guide: How to Pass on Your First Try

Foundations of ITIL®

ITIL Exam Prep Questions, Answers and Explanations

A Pocket Guide

ITIL Foundation Exam Study Guide

The first edition of this book and its accompanying eLearning course is regarded as a classic in its field. Now, in an expanded and updated version of The Art of Service's book, the authors once again present a step-by-step guide to getting your ITIL v3 RCV Certificate. Who Knew ITIL Certification E-Learning This Quick and Easy Could Make You Look This Good. 'The Art of Service has dramatically changed the way we deliver employee training. We can now deliver more training at less cost to a wider audience in a shorter period of time.' On-demand eLearning: Don't pay over \$ 3,000.00 for a 5 day class room based course - you're out of touch with your work for 5 days and including the course fee: the costs are insurmountable - take the online learning option instead and study at your own pace. Course Description: This intensive interactive course immerses learners in the practical aspects of the ITIL v3 Service Lifecycle and processes associated with the Release, Control and Validation of services and service delivery. The main focus of this course is on the RCV process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices in Release, Control and Validation of the Service Management Lifecycle. This course uses an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam: the APMG/EXIN Intermediate Level Certificate Release, Control and Validation. Pre-requisites: ITIL v3 Foundation Certificate in IT Service

Management or ITIL v2 Foundation Certificate plus Bridge Certificate. It is highly recommended that you read the Release, Control and Validation book prior to commencement of this program. Delivery: The program combines short presentations supported by accredited trainer audio. There are also quizzes and exercises (marking scheme provided) to ensure learners are testing their knowledge and competency to enhance understanding of key concepts. Revision questions and a mock examination help to prepare for the multiple-choice APMG/EXIN examination. This program is an eLearning Program, your access details to the elearning course are in the book. Program Materials: * Access to presentations with trainer audio * The Art of Service Release, Control and Validation Book * Exercises + Answers * Mock Exam questions Considering the increasing number of IT Professionals and their Organizations who want to be actively involved in IT Service Management, this book, which leads to ITIL v3 RCV and paves the way to ITIL v3 Expert Certification, should do at least as well as the first edition, which is a bestseller.

ITIL is a widely adopted body of knowledge and best practices for successful IT Service Management that links with training and certification. ITIL 4 has evolved from the current version by re-shaping much of the established ITSM practices in the wider context of customer experience; value streams and digital transformation; as well as embracing new ways of working, such as Lean, Agile, and DevOps. ITIL 4 provides the guidance organizations need to address new service management challenges and utilize the potential of modern technology. It is designed to ensure a flexible, coordinated and integrated system for the effective governance and management of IT-enabled services. "ITIL Foundation" is the first ITIL 4 publication and the latest evolution of the most widely-adopted guidance for ITSM. Its audience ranges from IT and business students taking their first steps in service management to seasoned professionals familiar with earlier versions of ITIL and other sources of industry best practice. The guidance provided in this publication can be adopted and adapted for all types of organizations and services. To show how the concepts of ITIL can be practically applied to an organization's activities, ITIL Foundation follows the exploits of a fictional company on its ITIL journey.

Who Knew ITIL Certification E-Learning This Quick and Easy Could Make You Look This Good. 'The Art of Service has dramatically changed the way we deliver employee training. We can now deliver more training at less cost to a wider audience in a shorter period of time.' On-demand eLearning: Don't pay over \$ 3,000.00 for a 5 day class room based course - you're out of touch with your work for 5 days and including the course fee: the costs are insurmountable - take the online learning option instead and study at your own pace. Course Description: This online learning course immerses learners in the practical aspects of the ITIL v3 Service Lifecycle and processes associated with the Planning, Protection and Optimization of services and service delivery. The main focus of this course is on the PPO process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices in Planning, Protection and Optimization of the Service Management Lifecycle. This course uses an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam: the APMG/EXIN Intermediate Level Certificate Planning, Protection and Optimization. Learning Objectives: At the end of this course, the learner will gain competencies in: * Plan key activities for the Planning, Protection and Optimization processes in the context of the Service Lifecycle * Attain operational excellence by using the Planning, Protection and Optimization processes, activities and functions * Measure the success of Planning, Protection and Optimization by applying key metrics * Utilize capacity and availability management to realize successful Service Design * Ensure that services are fit-for-purpose and fit-for-use * Identifying and mitigating risks * Apply Continual Service Improvement As well as preparing participants for the exam. Pre-requisites: ITIL v3 Foundation Certificate in IT Service Management or ITIL v2 Foundation Certificate plus Bridge Certificate. It is highly recommended that you read the Planning, Protection and Optimization book prior to commencement of this program. Delivery: The program combines short presentations supported by accredited trainer audio. There are also quizzes and exercises (marking scheme provided) to ensure learners are testing their knowledge and competency to enhance understanding of key concepts. Revision questions and a mock examination help to prepare for the multiple-choice APMG/EXIN examination. This program is an eLearning Program, your access details to the elearning course are in the book. Program Materials: * Access to presentations with trainer audio * The Art of Service Planning, Protection and Optimization Book * Exercises + Answers * Mock Exam questions

ITIL® is a framework for IT service management and provides best management practice to meet ISO/IEC 20k. The guide introduces ITIL to Foundation Examination candidates and offers a practical understanding of IT service management. This new edition is compatible with the 2011 update to ITIL®. It includes the following additional processes: business relationship management; design coordination; strategy management for IT services; transition planning and support. An ITIL® licensed product.

ITIL (R) FOUNDATION COMP CERTI

ITIL V3 Operational Support and Analysis (OSA) Full Certification Online Learning and Study Book Course - the ITIL V3 Intermediate OSA Capability Complete Certification Kit

Itil

Itil V3 Service Offerings and Agreements (Soa) Full Certification Online Learning and Study Book Course

Cram to Pass the ITIL Exam in 7 Days

The ITIL pocket guides of Van Haren Publishing are since long recognized as the industry classic guide on the topic of ITIL, in many languages. Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations. This pocket guide will provide readers with an understanding of the ITIL 4 service management framework, by: * understanding the key concepts of service management * understanding how the seven ITIL guiding principles can help an organization adopt and adapt service management * understanding the four dimensions of service management * understanding the purpose and components of the ITIL service value system * understanding the six activities of the service value chain, and how they interconnect * knowing the purpose and key terms of 15 of the 34 ITIL practices * understanding seven of these 15 ITIL practices in detail All exam requirements for the ITIL 4 Foundation exam are covered in this pocket guide. It also provides support for everyone who has knowledge of previous ITIL editions and is looking for a bridge to the new edition. ITIL 4 took a big leap into the modern world of IT service management, covering the latest principles and practices in a customer-focused, service-centric way, enabling Agile principles for maximum support of any business. Bron: Flaptekst, uitgeversinformatie.

The ITIL(R) (Information Technology Infrastructure Library) Foundation Complete Certification Course is the most complete guide for anyone involved in IT Service Management and who are aiming to take the ITIL Foundation exam, whether they be first-time ITIL learners or seasoned IT professionals. Our 5th Edition of the best-selling course contains a refreshed study guide and online learning program with up to date content from the ITIL V3 2011 Syllabus. Combined with interactive content and exam preparation materials the course will assist you in passing your ITIL Foundation exam on the first attempt. With examples, instructions, and cautionary advice, the ITIL Foundation Complete Certification Course is, to quote numerous of ITIL certified clients, the Gold Standard of ITIL Certification. We've earned this moniker by assisting thousands of students over 15 years by being at the forefront of the ITIL education community. This certification kit contains both the study guide and access to our online program that together provides everything you need to prepare for the ITIL Foundation certification exam, including: Real-world scenarios that describe what you've learned in the context of service solutions. Section reviews for each chapter to help you zero in on what you need to know and includes practice exam questions. Key information and real world examples organized around the actual day-to-day tasks and challenges you'll face in the field of IT Service Management. Ability to assess what you've learned with challenging ITIL Foundation exam style questions. Presentations that you can view and replay as many times as required in your access period, facilitated by certified ITIL trainers who explain each of the topics and concepts of ITIL. Materials developed on the specific syllabus and exam criteria so that you can be confident in achieving exam success on your first attempt. This new updated edition includes: A section on the new ITIL Practitioner qualification and the important information you need to know. Up to date and interactive content via the eLearning program to facilitate the learning experience. Educational content that strengthens your grasp on the key information you require for the tasks and challenges you will face in the IT sector. The book and course made me confident in sitting the exam, and is the best such book that I've come across. Worth it especially since you have access to the online learning component as well. Highly recommended, I passed in one go! ITIL(R) is a registered trade mark of AXELOS Limited

Foundations of ITIL and its predecessors have become the industry classic guide on the topic of ITIL. Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations. This version has now been upgraded to reflect ITIL V3. Written in the same concise way and covering all the facts, readers will find that this title succinctly covers the key aspects of the ITIL V3 upgrade. The ITIL V3 approach covering the ITIL Lifecycle is fully covered. In addition those who are familiar with the Version 2 process approach will be delighted to discover that this new edition of Foundations of ITIL has split out all the processes and describes them in detail. This means that it is easy for all readers to access and grasp the process concepts that are so pivotal to many service management day-to-day operations. This title covers the following:

Complete, detailed preparation for the Intermediate ITIL Service Lifecycle exams ITIL Intermediate Certification Companion Study Guide is the ultimate supporting guide to the ITIL Service Lifecycle syllabus, with full coverage of all Intermediate ITIL Service Lifecycle exam objectives for Service Operation, Service Design, Service Transition, Continual Service Improvement, and Service Strategy. Using clear and concise language, this useful companion guides you through each Lifecycle module and each of the process areas, helping you understand the concepts that underlie each skill required for certification. Illustrative examples demonstrate how these skills are applied in real-life scenarios, helping you realize the importance of what you're learning each step of the way. Additional coverage includes service strategy principles and processes, governance, organization, implementation, and technology considerations, plus guidance toward common challenges and risks. ITIL is the most widely adopted approach for IT Service Management in the world, providing a practical, no-nonsense framework for identifying, planning, delivering, and supporting IT services to businesses. This study guide is the ultimate companion for certification candidates, giving you everything you need to know in a single informative volume. Review the information needed for all five Lifecycle exams Examine real-life examples of how these concepts are applied Gain a deeper understanding of each of the process areas Learn more about governance, organization, implementation, and more The Intermediate ITIL Service Lifecycle exams expect you to demonstrate thorough knowledge of the concepts, processes, and functions related to the modules. The certification is recognized around the world as the de facto standard for IT Service Management, and the skills it requires increase your value to any business. For complete, detailed exam preparation, ITIL Certification Companion Study Guide for the Intermediate ITIL Service Lifecycle Exams is an invaluable effective tool.

Itil V3 Foundation Bridge Certification Exam Preparation Course in a Book for Passing the Itil V3 Foundation Bridge Exam

Release, Control and Validation (RCV) Full Certification Online Learning and Study Book Course

ITIL Practitioner Guidance (Japanese Edition)

IT Service Management

The ITIL Intermediate RCV Capability Complete Certification Kit

The ITIL Intermediate SOA Capability Complete Certification Kit

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ITIL® V3 Foundation Complete Certification Guidebook : ITIL® V3 Study Guide to Pass In First AttemptThe Information Technology Infrastructure Library (ITIL®) has become the conventional framework for the IT service industry. In this book, the author explains what ITIL is and how it can help align IT services with the needs of your organization. The book is comprised of eight modules, drawn from ITIL objectives that follow the phases of the service lifecycle. The author explains the key principles, models, and ideas behind the ITIL model of service management, and then dives deep into the life-cycle methods, from business-relationship management to problem management and by using some using real-world examples.

Written by an Information Technology Infrastructure Library (ITIL) consulting and training expert, this all-new guide helps you pass the ITIL v3 Foundation certification exam and serves as an on-the-job reference. ITIL Foundation All-in-One Exam Guide takes you through ITIL Foundation v3 (2011), explaining the fundamentals of IT Service Management, the five stages of the service lifecycle, ITIL processes, functions within them, and their crucial interactions, all while clearing up common misapprehensions about ITIL and adding valuable insights and examples. The ITIL is the best practice framework adopted worldwide for managing IT services, and the ITIL Foundation Certification can be considered a pre-requisite for success for all involved in IT services, as well as a stepping stone to IT Service Management certifications in ITIL. Exam Tips, accelerated reviews, and end-of-chapter practice exam questions ensure you're on track to pass the Foundation exam. Filled with practical exercises and examples that reinforce learning, the book and electronic content include more than 300 practice exam questions and exclusive, real-world examples of how an understanding of ITIL can be used to address common service management challenges. ITIL Licensed Product -- an official endorsement of the quality and accuracy of the book's content Electronic content includes practice exams in a customizable test engine, video training from the author on key concepts, worksheets, and a Quick Review Guide In-depth case studies analyze projects end-to-end through ITIL's framework, taken from the author's 40 years of experience as an ITIL consultant Jim Davies, ITSM UK's 2013 Trainer of the Year and ITIL Champion provides his "10 Commandments" of IT Service Management

ITIL Foundation Essentials

Itil V3 Foundation Complete Certification Kit