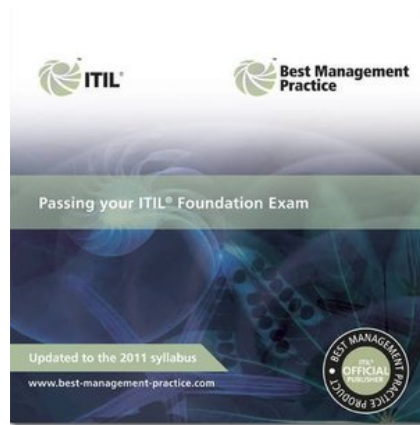




Passing Your ITIL Foundation Exam

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Endorsed by the Official ITIL Accreditor and updated in line with the 2011 syllabus, this bestselling study aid 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

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Tony Vynckier says

I took the liberty of studying this book in order to prepare myself for the ITIL v3 Foundation certification - it worked !

The IT Service Management Framework clarifies the terminology, the logic and the steps to be taken within the IT environment.

Tony VYNCKIER

Linda says

The book was a very high level review of the phases and lifecycle. I found it hard to read because of the material layout and awkward book size. I'm not sure how much it is going to help me. It would be nice to have an actual manual like the do for the other Axelos best practice solutions.
