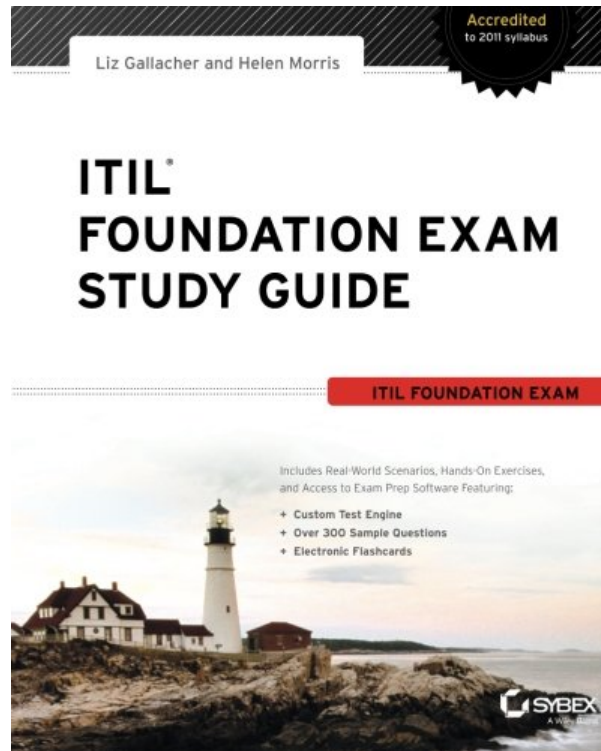


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Liz Gallacher and Helen Morris

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ITIL FOUNDATION EXAM



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Delivering 100% of the Foundation exam objectives in clear, concise language and all the practice you need

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About the Author

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Everything you need to prepare for the ITIL exam – Accredited to 2011 syllabus

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. 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.

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- Released on: 2012-10-02
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- Dimensions: 9.20" h x .90" w x 7.40" l, 1.66 pounds
- Binding: Paperback
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55 of 55 people found the following review helpful.

Passed on first try

By Felix

I've been in IT for about 10 years and decided that the ITIL exam was the next logical next step in my career. A lot of people have said the material is easy and you don't need much time to study for it, however, I wanted to take my time with this since I wanted to really learn the material and not just cram to pass a test. I passed the test on my first try about a month after starting the book. I took the pre-assessment which I failed miserably and then read every chapter highlighting important points and completing the end of chapter questions at the end of each chapter. I then reviewed the highlighted material and re-read all the exam essential information at the end of each chapter. I then took the two practice tests at the end of the book and passed the test with a 93% (got three questions wrong). Below are the pros and cons of the book.

Pros:

It prepares you for what is going to be on the exam. This book is all you need to pass the test.

It easy to read with minimal typos and does a good job of covering the material that will be on the test.

The practice exams at the end of the book are very accurate on what the test is going to be like. They are gold.

Cons:

There aren't enough examples of the concepts they cover and the ones that are there are not very good.

There aren't enough visuals to reinforce the examples being explained.

The end of the chapter questions are not a good representation on what the test questions will be like. If you don't take several practice exams before the real test you will fail.

25 of 26 people found the following review helpful.

Solid study material

By Jeff B.

I was out of work for a little over 6 months earlier this year and kept seeing "ITIL" pop up as a requirement for jobs I was looking at. I already have several technical certifications and decided to try and acquire this one as well so I picked up this book. After studying for about 2 weeks I took the test and passed with an 89%. If you're looking for a solid study guide this book is a great option. The material is presented in a straightforward manner and the chapters are kept concise enough to keep your attention from lapsing. For those looking to get into an entry level IT/help desk job I'd definitely recommend this book and going for the ITIL Foundation cert (at \$150 it's less expensive than most Comptia and MS exams) as more and more companies are starting to adopt these standards.

19 of 19 people found the following review helpful.

More useful as an extra guide

By NR Pax

Disclaimer: I passed my ITIL Foundation Exam with a 92%. However, this book was only a small part of the reason why.

I'm mildly disappointed with the book. Far too much detail gets spent on explaining the concepts beyond what is necessary for the Foundation level and a lot of subjects were introduced that aren't even needed until higher levels. The real world examples, while interesting, don't really add that much benefit to studying. The online material was helpful for review, although there was one question where the answers were for another question. The lack of a glossary at the back was a strange omission; you can get a copy of it online, why not

include it in the physical book as well?

All in all, it's average as a study guide but may come in handy if you choose to pursue a higher level of ITIL certification. If you use it as your only guide, you may be struggling through the exam.

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