



ITIL Foundation Essentials: The Exam Facts You Need

By Claire Agutter

IT Governance Publishing. Paperback. Book Condition: New. Paperback. 148 pages. Dimensions: 6.5in. x 3.7in. x 0.4in. ITIL(R) Foundation Essentials is a distillation of critical information - no waffle or padding - just exactly what you need to understand the key points required for a successful exam. Aimed at self-study candidates, ITIL community training delegates, ITSMFBCS members and V2 Foundation Certificate holders, who have yet to take an upgraded exam, this pocket guide is fully aligned with the ITIL 2011 core volumes. Project managers, who are looking to expand their qualifications, and IT contractors or consultants, who don't want to take time out from their day jobs to attend a course, will also find this pocket guide an essential companion to their studies and education. THE essential companion for those studying the ITIL Foundation syllabus, the pocket guide covers key areas including: A basic introduction to ITIL and a description of service classifications (core, enabling, enhancing) and an outline of internal and external services. A point-by-point summary of the purpose, objectives, scope and value of the five stages of the service lifecycle that form the ITIL core; from strategy and design, through to transition, operation and continual service improvement (CSI). Separate sections...



READ ONLINE
[2.03 MB]

Reviews

This is the greatest pdf i actually have go through right up until now. It is actually packed with knowledge and wisdom I found out this book from my dad and i advised this publication to find out.

-- **Arely Rath**

I actually started reading this pdf. It can be rally exciting throug reading period of time. Your lifestyle span is going to be enhance as soon as you total reading this ebook.

-- **Nya Bechtelar**