



Itil Foundation All-In-One Exam Guide

By Jim Davies

McGraw-Hill Education - Europe. Paperback / softback. Book Condition: new. BRAND NEW, Itil Foundation All-In-One Exam Guide, Jim Davies, 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...



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