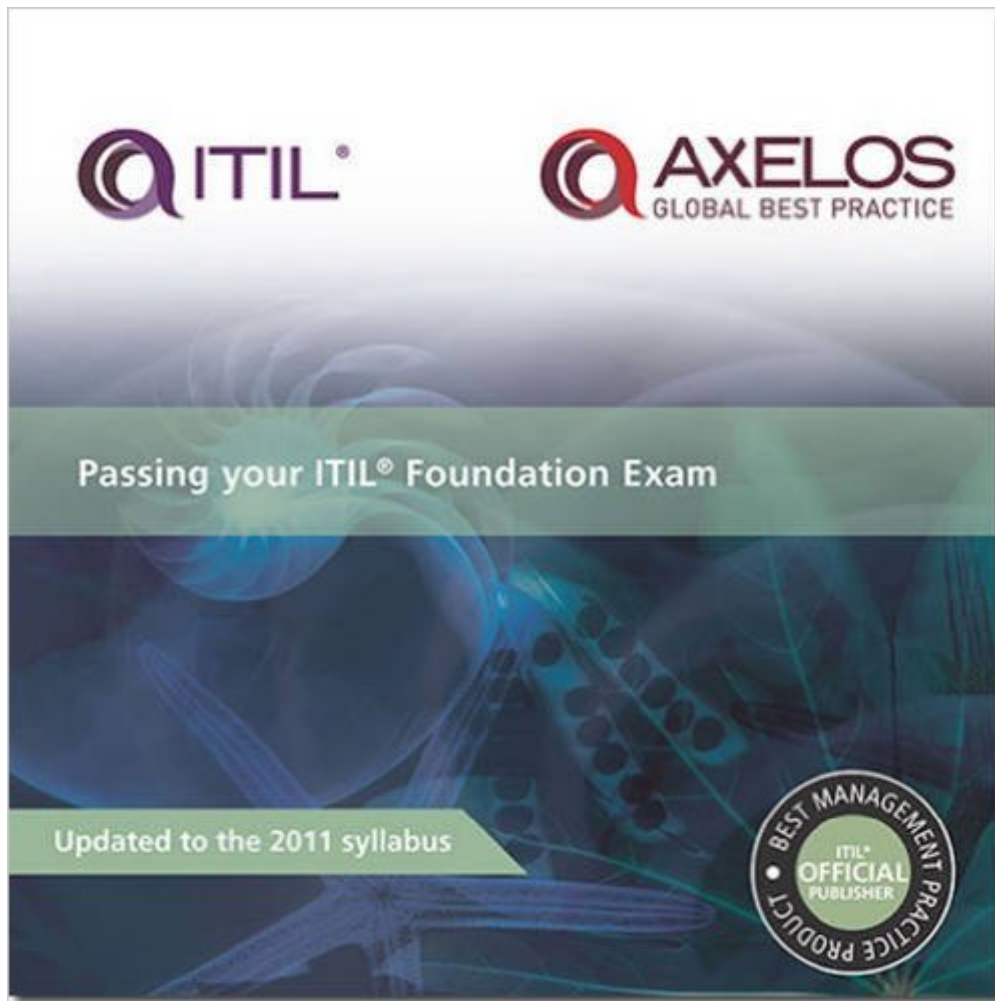# Passing Your Itil Foundation Exam (Best Management Practice)

Synopsis

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.

Book Information

Series: Best Management Practice

Paperback: 212 pages

Publisher: The Stationery Office; 3rd ed. edition (February 29, 2012)

Language: English

ISBN-10: 0113313551

ISBN-13: 978-0113313556

Product Dimensions: 8.4 x 0.4 x 8.4 inches

Shipping Weight: 1.3 pounds (View shipping rates and policies)

Average Customer Review: 4.5 out of 5 stars See all reviews (31 customer reviews)

Best Sellers Rank: #67,114 in Books (See Top 100 in Books)   #33 in Books > Computers & Technology > Hardware & DIY > Design & Architecture   #48 in Books > Reference > Encyclopedias & Subject Guides > Business   #85 in Books > Business & Money > Management & Leadership > Information Management

Customer Reviews

This book was recommended by my company, which required me to get ITIL Foundations certified. This was the only piece of study material I used, outside of practice exams, in order to pass the test. This is a great resource for anyone just learning the ITIL methodology that wants to take the Foundation exam. I also highly recommend getting your hands on as many practice questions as possible before taking the exam. The book has practice questions at the end of each chapter, and a full 40 question exam at the end of the book. The answers to the exam provide detailed reasons as to why they are correct. The practice questions are pretty close to the real test.The book is 201 pages with some forewords, 13 chapters, a section for additional information and an index. The

chapters are:1- The ITIL qualification scheme2- Introducction to service management3- ITIL and the service lifecycle4- Service strategy5- Service design6- Service transition7- Service operation8- Continual service improvement9- Service management technology10- How it all fits together11- The examination and exam preparation12- Sample ITIL Foundation examination13- AnswersThe real meat of the book is chapters 4-8, which go over the ITIL lifecycle. In each chapter, the overarching phases of the lifecycle are broken down into "Purpose and Objectives," "Scope," "Business Value," and "Key Principals." Then the corresponding processes for that phase are each broken down into the same categories, and related definitions are called out in highlighted boxes. Throughout the book there is a case study about a hotel, which gives real world examples of how to apply the concepts.

I was able to pass the test after reading this book then going back and studying the key elements that the book has highlighted. It also has a sample test that accurately depicts the type of questions that you will probably see.

Read the book cover to cover, went back and reviewed the pre-highlighted text, and passed the test with 93%. Highly recommended.

Read the book, take notes, pass the exam. This is the only resource I used other than sourcing a few more test exams than the book comes with. If you have a good memory you will find that as you take the exam that the wording / phrasing / style of the Q/A matches that of this book.

Being the reference standard to the ITIL Foundation exam and all other test prep books, this publication gets a "pass" review. I recommend this book along with the prep book by Gallacher and Morris. However, I will discuss the formatting of the book's printing/publication.I find the use of pale green and gray for section headers to be a poor choice of color selection. I am not color blind, yet I have struggled to visually find a topic (e.g. Sect. 5.5.5). In other words, "reading" this book's pages causes eye strain. I own fifteen other TSO published titles, from PRINCE2, MSP, P3O, through the five ITIL references, and this book uses a poor choice of color schemes. Why?Additionally, only using shades of the same pale green in graphics and diagrams sometimes does not provide sufficient contrast to discern one item from another (see the Key for Fig. 4.4). In fact, the exact same graphics are reused in other ITIL test prep books (Gallacher and Morris) with copyright permission, but are printed in grayscale (Fig 6.2) for a much better result.

This book does the job but it is boring! Be prepared to just memorize and regurgitate everything for the test.

This book is very nice for the beginers who about to start ITIL foundation exam preparation.All the contents are explained in very simple language and helps us passing the exam. I strongly recomend this book for freshers who are just thinking of taking ITIL foundation exam soon.

Read the book thoroughly and passed the test. The tests were helpful as well. If you need to pass the ITIL foundations exam this book will work.

Download to continue reading...

Passing Your Itil Foundation Exam (Best Management Practice) ITSM QuickStart Guide: The Simplified Beginner's Guide to IT Service Management (IT Service Management, ITIL, ITIL v3) ITIL for Beginners: The Complete Beginner's Guide to ITIL ITIL Foundation Essentials: The Exam Facts You Need ITIL Foundation Exam Study Guide Implementing Cisco IP Routing (ROUTE) Foundation Learning Guide: Foundation learning for the ROUTE 642-902 Exam (Foundation Learning Guides) Implementing Cisco IP Switched Networks (SWITCH) Foundation Learning Guide: Foundation learning for SWITCH 642-813 (Foundation Learning Guides) Implementing Cisco IP Telephony and Video, Part 1 (CIPTV1) Foundation Learning Guide (CCNP Collaboration Exam 300-070 CIPTV1) (3rd Edition) (Foundation Learning Guides) PMP Exam Prep, Seventh Edition: Rita's Course in a Book for Passing the PMP Exam PMP Exam Prep, Sixth Edition: Rita's Course in a Book for Passing the PMP Exam PMP Exam Prep, Eighth Edition - Updated: Rita's Course in a Book for Passing the PMP Exam by Rita Mulcahy (June 12, 2013) Paperback Eighth PMP Exam Prep, Eighth Edition - Updated: Rita's Course in a Book for Passing the PMP Exam PMP® EXAM PREP - Over 400+ Questions that are the REAL DEAL!: THE UNOFFICIAL GUIDE TO PASSING THE PMP EXAM THE FIRST TIME 2016 Georgia Real Estate Exam Prep Questions and Answers: Study Guide to Passing the Salesperson Real Estate License Exam Effortlessly 2016 New York Real Estate Exam Prep Questions and Answers: Study Guide to Passing the Salesperson Real Estate License Exam Effortlessly 2016 Washington D.C. Real Estate Exam Prep Questions and Answers: Study Guide to Passing the Salesperson Real Estate License Exam Effortlessly 2016 Oklahoma Real Estate Exam Prep Questions and Answers: Study Guide to Passing the Salesperson Real Estate License Exam Effortlessly 2016 Michigan PSI Real Estate Exam Prep Questions and Answers: Study Guide to Passing the Salesperson Real Estate License Exam

Effortlessly 2016 Delaware Real Estate Exam Prep Questions and Answers: Study Guide to Passing the Salesperson Real Estate License Exam Effortlessly 2016 Vermont Real Estate Exam Prep Questions and Answers: Study Guide to Passing the Salesperson Real Estate License Exam Effortlessly