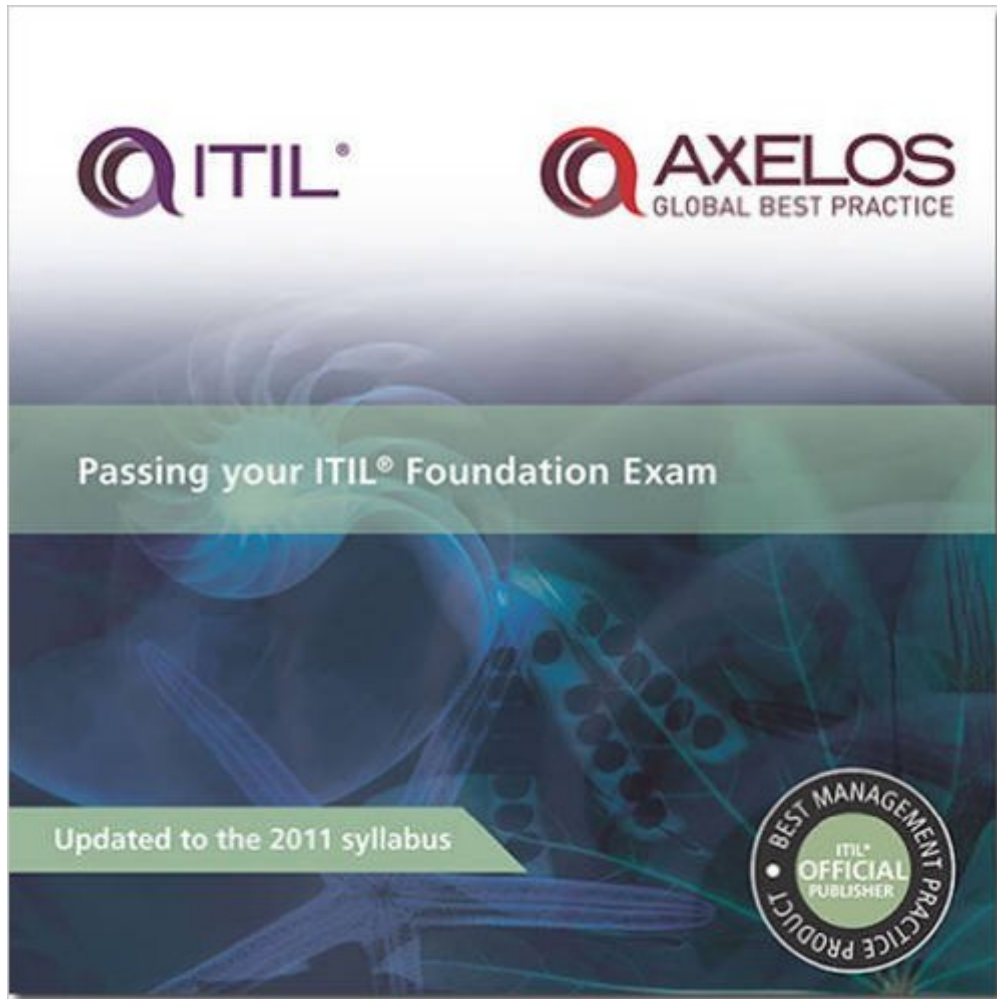


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# Passing Your Itil Foundation Exam (Best Management Practice)



## 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

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## 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 scheme 2- Introduction to service management 3- ITIL and the service lifecycle 4- Service strategy 5- Service design 6- Service transition 7- Service operation 8- Continual service improvement 9- Service management technology 10- How it all fits together 11- The examination and exam preparation 12- Sample ITIL Foundation examination 13- Answers

The 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 beginners 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 recommend 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.

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