ITIL Foundation All-in-One Exam Guide

Jim Davies

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This all-new, ITIL-endorsed study guide prepares readers for the challenging ITIL v3 Foundation certification exam and offers 100% coverage of all exam topics. The book takes candidates through the latest ITIL Foundation v3 (2011) syllabus and thoroughly explains the fundamentals of IT Service Management and ITIL processes.

ITIL Foundation All-in-One Exam Guide features practical exercises, real-world examples, and more than 300 accurate practice exam questions. Exam tips, reviews, and self-tests at the end of each chapter ensure that readers are on track to pass the exam. In keeping with the premise of the All-in-One series, this guide serves both as a study tool AND an on-the-job reference that will serve readers well beyond the exam.

• Fully describes the essentials of IT Service Management and the five stages of the service lifecycle
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• Written by *it*SM UK's 2013 Trainer of the Year and ITIL Champion

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