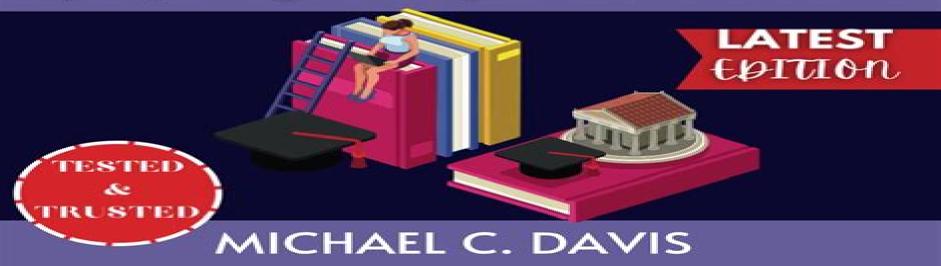
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introduction to this important discipline About the Author The author is a graduate of the University of Birmingham England He was Technical Manager of Apricot International during its heyday and has been involved with IT Service Management in training and consultancy for the past two decades He holds the ITIL Expert certification is a lifetime member of the British ITIL V2 Foundation Complete Certification Kit Claire Engle, Ivanka Menken, Gerard Blokdijk, 2009 Computing Society The ITIL Information Technology Infrastructure Library v2 Foundation Complete Certification Kit is the most complete guide for anyone involved in IT Service Management and who are aiming to take the ITIL v2 Foundation exam whether they be first time ITIL learners or seasoned IT professionals This edition has refreshed the study guide and online learning program with its updated inspiring and detailed plan for passing your ITIL v2 Foundation exam on the first attempt With new examples instructions and cautionary advice the ITIL v2 Foundation Complete Certification Kit is has delivered ITIL certification to numerous users As the industry standard in terms of Process Service and IT Service Management the ITIL Foundation exam is the most popular entry level certification particularly for individuals switching from another career to IT This kit prepares you for the certification exam by offering valuable information on the ITIL framework ITIL certification and IT Service Management as a practice This certification kit contains both the study guide and access to our online program that together provides everything you need to prepare for the ITIL v2 Foundation certification exam including Real world scenarios that describe what you ve learned in the context of service solutions. These include thought provoking questions to challenge your thinking and understanding Section reviews for each chapter to help you zero in on what you need to know and includes practice exam guestions A Real World Guide to ITIL v2 Skills Key information and real world examples organized around the actual day to day tasks and challenges you ll face in the field of IT ServiceManagement Ability to assess what you ve learned with challenging ITIL Foundation exam style questions Adobe Flash presentations that you can view and replay as many times as required facilitated by certified ITIL trainers who explain each of the topics and concepts of ITIL Materials developed on the specific syllabus and exam criteria so that you can be confident in achieving exam success on your first attempt Editorial Reviews Read the book took the online course and test PASSED This ITIL exam prep book and course are an invaluable study aid for passing the ITIL Foundation exam Highly recommended I ve been an IS project manager for over 10 years I ve studied ITIL materials in preparation but took no courses or workshops I studied this book and its accompanying course for 10 days immediately preceding my exam Read the book about 3 times I took the ITIL Foundation exam and got 98% of the questions correct I think that the study tips in the book and course helped me get about 15 20 questions right that I might have otherwise missed your mileage may vary The book and course made me confident in sitting the exam and is the best such book that I ve come across Worth it especially since you have access to the online learning component as well Good focus on ITIL's processes things important to ITIL Foundation and passing the test that your experience in IT may not help you Highly recommended I passed in one go **Study Guide to Identity and Access**

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