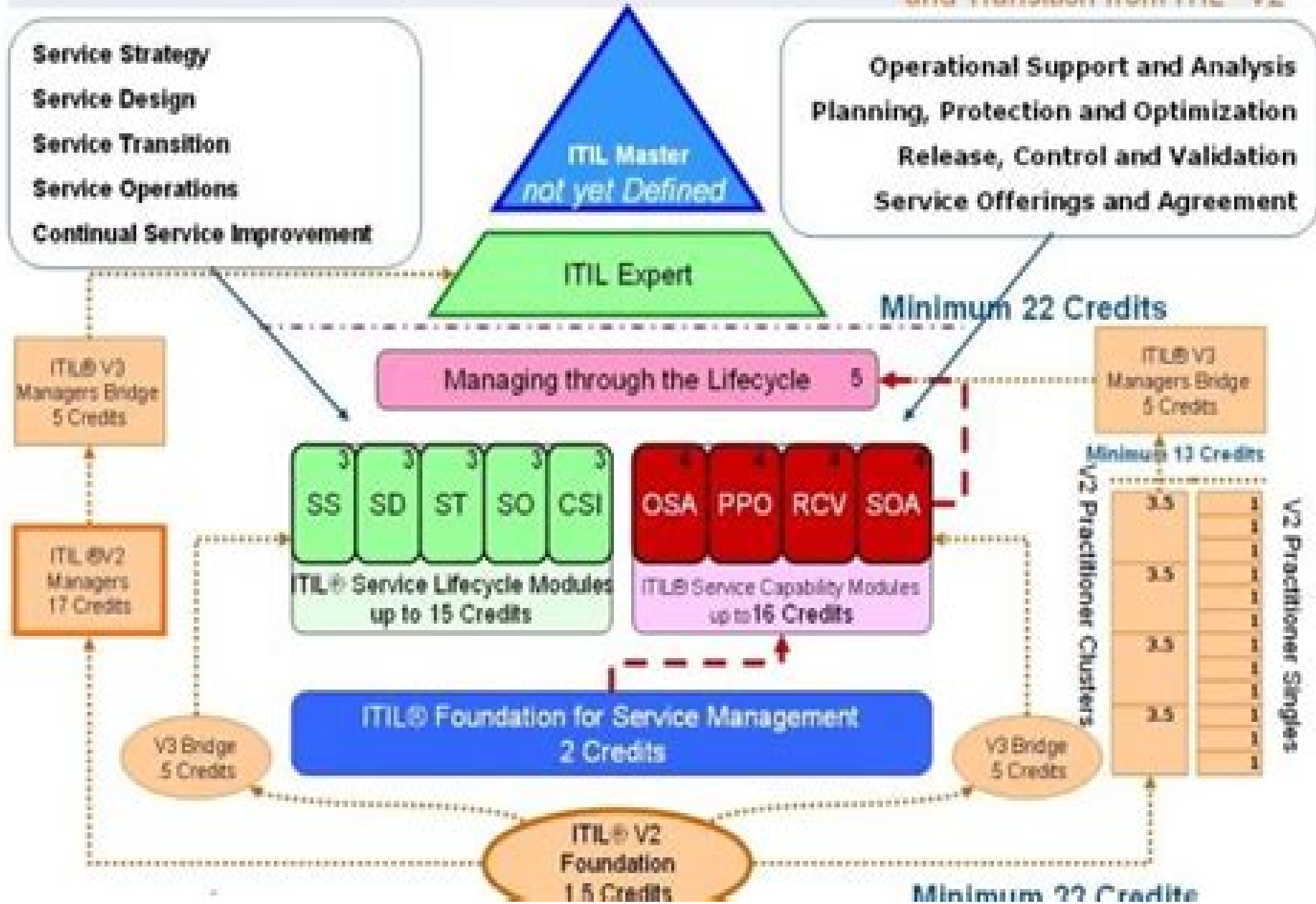


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Planning, protection and optimization ITIL V3 intermediate capability handbook George Kinnear,Tricia Lewin,Stationery Office,itSMF UK,John A. Sowerby,2010-11-08 This guide provides a quick reference to the processes covered by the ITIL V3 PPO syllabus It is designed as a study aid for students taking the ITIL Capability qualification for PPO and as a handy portable reference source for practitioners who work with these processes

Passing the ITIL® V3 Intermediate Exams - The Study Guide

Passing the ITIL® V3 Intermediate Exams - The Study Guide Pierre Bernard,2011-06-06 This book helps people prepare for the ITIL Intermediate qualification exams It contains tips for

selecting the appropriate course preparation and finally what trainers and examiners expect you to achieve during pre exam training sessions Additionally this book covers tips on reading and understanding the syllabi scenarios supplemental information and sample question and the answers Written by a respected ITIL trainer and reviewed by other global professionals this unique work provides clear and concise guidance for all those seeking to build on the ITIL training they have received at Foundation Level Additionally it provides Personnel and Human Resource professionals with a guide as to how this training should be used to improve efficiencies and business delivery the training should support a business wider agenda and not simply be a route to a certificate The title covers Clear and concise explanations of the exam structure Learning principles Preparation for courses Real exam questions and sample answers Hints and Tips and Exam Techniques This book will save readers time and effort by highlighting the expectations of examiners and the key preparation elements that will increase chances of success *ITIL Foundation Exam Study Guide* Liz Gallacher,Helen Morris,2012-08-15

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The IT Service Management Foundation Exam Guide Michael Scarborough, 2010-12-10 The IT Service Management Foundation Exam Guide is a practically oriented guide to passing the ITIL v3 Foundation exam It is designed to work as a supplement to an instructor led training class or as a tool for self study

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