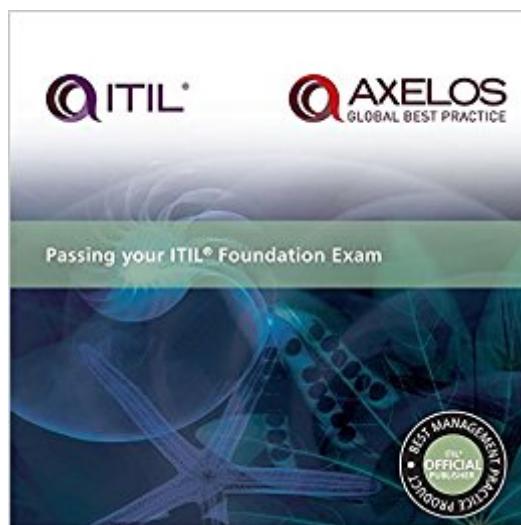The book was found

Passing Your ITIL Foundation Exam (Best Management Practice)

Synopsis

This bestselling study aid 'Passing your ITIL Foundation Exam - 2011 Edition' 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. This 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. Key features:Ã¢â ¬Â¢ Topics are presented in a logical easy-to-absorb structureÃ¢â ¬Â¢ A fictional case study helps to bring service management to lifeÃ¢â ¬Â¢ Mind maps summarise content at the end of chapters and are excellent revision aidsÃ¢â ¬Â¢ 73 completely unique questions, which you will not find anywhere else Ã¢â ¬Â¢ Topics are presented in a logical easy-to-absorb structure

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Customer Reviews

All of us in our office were required to get ITIL Foundation certification. We each had to do our own

research on what book to get, and each ended up getting different book, so we were able to compare books. I got this one and liked it best. It was shorter than the others but still had all the material in it. It also had a sample case study that went through the book so one could see how each area of ITIL applied to this case study, which was helpful. I found the book to be straightforward to read, and didn't put me to to sleep. Some of the other books had sentences that seems to have lots of wordiness just for the sake of being wordy, while this book said what it needed to say and no more, in decent english. There were practice questions at the end of each chapter and a full test at the end of the book.Reading this book and taking some other on-line sample tests were what I did for my exam, and I passed.After this, three of the other people in my office who had used other books/resources borrowed my book and were satisfied with it.

Written with British spelling. It's a good foundational book, but I recommend that you seek out free online ITIL exams online as supplement. It did give me enough of a base in my knowledge to supplement a 2-day course and easily pass the ITIL exam. Others in the class were struggling because they did not study beforehand.

Probably the absolute BEST source to use for studying for the exam. Some of the statements are said in different ways (I guess to re-enforce the intended message). Hands down the best book ever to prepare you for the exam. Read it cover to cover, take the mini quizzes at the end of each chapter and the final quiz at the back, you should be absolutely fine.There's an app in the Google Play Store that helps to supplement it and makes it a little more interesting with the revision cards.

Used this and training from Lynda.com to pass the test. I suggest taking multiple practice tests from different sites, especially from APMG.This book was organized well and presented the bulk of information included on the test.

If you buy this, you will NOT need the ITIL Foundation Handbook. Practice test questions in this book closely resemble the actual exam questions.

I made the mistake of reading this just after finish "The phoenix project", is not fair to make the comparison, but to be honest the intent of using "real world" examples was almost achieved. Content-wise the ideas are well delivered and the "mind maps" (that are actual schematic diagrams) are helpful to connect the dots.Overall a good publication that provides the information need to pass

the exam.

I used this book in conjunction with the Sybex study guide exclusively to prepare for the foundation exam. After reading both through simultaneously I was able to consistently pass the mock exams. I then pass the real exam on the first try. I would recommend this book.

Excellent product, just as described, shipped on time.

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