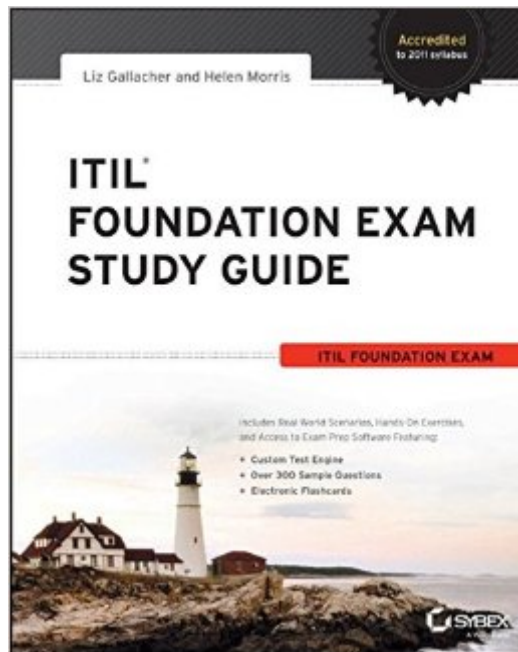


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# ITIL Foundation Exam Study Guide



## Synopsis

Everything you need to prepare for the ITIL exam â “ Accredited to 2011 syllabus The ITIL (Information Technology Infrastructure Library) exam is the ultimate certification for IT service management. This essential resource is a complete guide to preparing for the ITIL Foundation exam and includes everything you need for success. Organized around the ITIL Foundation (2011) syllabus, the study guide addresses the ITIL Service Lifecycles, the ITIL processes, roles, and functions, and also thoroughly explains how the Service Lifecycle provides effective and efficient IT services. Offers an introduction to IT service management and ITIL V3 service strategy Highlights the topics of service design and development and the service management processes Reviews the building, testing, authorizing, documenting, and implementation of new and changed services into operation Addresses creating and maintaining value for customers through monitoring and improving services, processes, and technology Download valuable study tools including practice exams, flashcards, a glossary of key terms and more. If you prefer self-study over the more expensive training course, but you don't want to skimp on information or preparation, then this study guide is for you.

## Book Information

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## Customer Reviews

I've been in IT for about 10 years and decided that the ITIL exam was the next logical next step in my career. A lot of people have said the material is easy and you don't need much time to study for it, however, I wanted to take my time with this since I wanted to really learn the material and not just cram to pass a test. I passed the test on my first try about a month after starting the book. I took the

pre-assessment which I failed miserably and then read every chapter highlighting important points and completing the end of chapter questions at the end of each chapter. I then reviewed the highlighted material and re-read all the exam essential information at the end of each chapter. I then took the two practice tests at the end of the book and passed the test with a 93% (got three questions wrong). Below are the pros and cons of the book. Pros: It prepares you for what is going to be on the exam. This book is all you need to pass the test. It is easy to read with minimal typos and does a good job of covering the material that will be on the test. The practice exams at the end of the book are very accurate on what the test is going to be like. They are gold. Cons: There aren't enough examples of the concepts they cover and the ones that are there are not very good. There aren't enough visuals to reinforce the examples being explained. The end of the chapter questions are not a good representation on what the test questions will be like. If you don't take several practice exams before the real test you will fail.

Disclaimer: I passed my ITIL Foundation Exam with a 92%. However, this book was only a small part of the reason why. I'm mildly disappointed with the book. Far too much detail gets spent on explaining the concepts beyond what is necessary for the Foundation level and a lot of subjects were introduced that aren't even needed until higher levels. The real world examples, while interesting, don't really add that much benefit to studying. The online material was helpful for review, although there was one question where the answers were for another question. The lack of a glossary at the back was a strange omission; you can get a copy of it online, why not include it in the physical book as well? All in all, it's average as a study guide but may come in handy if you choose to pursue a higher level of ITIL certification. If you use it as your only guide, you may be struggling through the exam.

I was out of work for a little over 6 months earlier this year and kept seeing "ITIL" pop up as a requirement for jobs I was looking at. I already have several technical certifications and decided to try and acquire this one as well so I picked up this book. After studying for about 2 weeks I took the test and passed with an 89%. If you're looking for a solid study guide this book is a great option. The material is presented in a straightforward manner and the chapters are kept concise enough to keep your attention from lapsing. For those looking to get into an entry level IT/help desk job I'd definitely recommend this book and going for the ITIL Foundation cert (at \$150 it's less expensive than most CompTia and MS exams) as more and more companies are starting to adopt these standards.

As many other reviewers have already mentioned, this book can put you to sleep. I read a lot of study guides on many different topics, but barely anything I have read yet has been so difficult to read like this book. It probably has all the information you need to pass the exam, but the way the information is presented is just bad. I understand that this topic can be a bit dry, but the authors have not done much to make this an interesting read.

4 Stars not because the content of the book is bad or inaccurate (its spot on). Its down one star because this is the DRIEST tech book I have read in a long time. I understand technical manuals are known to be light on fluff and usually get right down to it, but an analogy here or there would go a long way to helping relate and internalize this material. This was my intro to ITIL processes, I was really getting let down by how hard it was to follow this book since I really looked forward to learning how to inject some order to the chaos that is IT work. I would recommend this book, but with a caveat. If your coming from a ITIL workplace or have prior experience and understand how all of these items/processes/services relate this is a great book. If you need some help figuring out what is applied to where and why, I would suggest starting somewhere else.

Two stars because it does, in fact, contain all of the information you will need to pass the test. Well, I think it does, I made it about 120 pages in and threw it aside for something else, but it seemed like it would have everything. The way the book is presented makes me think two stars is being generous. The information you need is buried in boring explanations that tend to run on in a very unnecessary manner. Because the ITIL Foundations test is basically just testing definitions, scope, objectives, and purpose of the different subjects, you would think a study guide would follow some sort of structure and use consistent terminology and highlight these important sections in each chapter. That isn't the case here. A lot of the time, I found myself wondering what the purpose was or what the scope was, immediately following the reading of those sections. Also, the summaries are pretty worthless. Summary: This book lacks concision. You will waste a lot of time reading two pages when one sentence would suffice. Summary (as if from this book): I talked about why you shouldn't buy this book.

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