

# Itil® Foundation Complete Certification Kit - Study Book and eLearning Program - 4th edition

By Ivanka Menken





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The ITIL® (Information Technology Infrastructure Library) Foundation Complete Certification Kit is the most complete guide for anyone involved in IT Service Management and who are aiming to take the ITIL® Foundation Certificate in IT Service Management exam, whether they be first-time ITIL® learners or seasoned IT professionals. Still a number one best-seller for IT Management from Amazon.com to Barnes and Noble and many more, this Forth edition has refreshed the study guide and online learning program in line with the 2011 changes to the syllabus, with its updated, inspiring, and detailed plan for passing your ITIL® Foundation Certificate in IT Service Management exam on the first attempt. With new examples, instructions, and cautionary advice, the ITIL® Foundation Complete Certification Kit Forth edition is, to quote numerous of ITIL® certified clients, "the Gold Standard of ITIL® Certification."

As the industry standard in terms of Process, Service and Lifecycle Management for IT, 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® 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 questions.



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