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*By Liz Gallacher, Helen Morris*



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## **Everything you need to prepare for the ITIL exam – 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.



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About the Author

**Liz Gallacher** has implemented improvement programs based on the ITIL framework for many different

organizations. Liz holds the ITIL Manager and ITIL Expert certifications and was a member of the ISEB Managers Certificate Examiners panel. **Helen Morris** has implemented improvement programs for a wide variety of organizations, based on IT Service Management best practice. Helen holds the ITIL Manager and ITIL Expert certifications. She also holds the ISEB Consultancy certificate, and specializes in service management consultancy. Both Liz and Helen are fully accredited ITIL trainers.

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