

PASSING YOUR ITIL FOUNDATION EXAM EBOOK pdf

1: Passing Your ITIL Foundation Exam Book (ebook) by Sharon Taylor |

This bestselling study aid 'Passing your ITIL Foundation Exam - 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.

You should only buy this book if you are studying for the exam without a training course. Official sample exam papers Provided by trainer These are vital to passing your exam. Revising, then doing the sample papers over and over again will ensure you pass. Stick to the four official sample papers - more on that later. You cannot use this as your main source of knowledge. It has some extra information not necessary for the ITIL Foundation exam, but it explains this in the preface and marks such areas clearly throughout the book. Sample Exams – The Key! The sample exams from AXELOS really are the key to passing, as they get you familiar with the style of questions and help you focus on areas of weakness. There are four official sample papers A, B, C and D , but no trainer provides all four. I think AXELOS hands out different papers to their training partners to use in their courses, but ensures no single trainer has all of them. As such, you need to do some sleuthing on the web to get all four sample exams. Do the same for the rationale. Or else try entering the exam name in Google e. But all of the papers can be found on various websites, so a resourceful individual such as yourself will have no trouble downloading them. Just check you download the version I specify below. Sample Paper A, version 5. What types of changes are NOT usually included within the scope of change management? A change request is a formal communication seeking an alteration to one or more configuration items CIs. A business strategy is not normally a CI and would be out of scope for change management. Sample Paper B, version 5. Input from which processes could be considered by service level management when negotiating service level agreements SLA? Representatives of all of the other processes need to be consulted for their opinion on what targets can be realistically achieved. Sample Paper C, version 2. Which is NOT a source of best practice? Technology answer B is an enabler of best practice, not a source of best practice. Standards answer A , academic research answer C and internal experience answer D are all sources of best practice. Sample Paper D, version 2. Which of the following examples is a source of best practice? This helps you get familiar with the type of questions that may be asked, as well as their format.

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ITIL Foundation tests your general knowledge of ITIL's key elements, concepts and terminology. The examination questions themselves are quite simple. However, without knowing the terminology, a straightforward question like 'What are the four P's of Service Design' becomes a complete guess.

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Covering: A clear and concise explanation of the exam structure; Key text for the exams; Sample exam questions and sample answers and Hints and Tips and practical examples this book will highlight for readers the key items they need for the ITIL Foundation Exam that will increase chances of success.

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