

## Introduction

- **Welcome to ITIL 4 Foundation**
  - The purpose of the *ITIL 4 Foundation* publication is to introduce readers to the management of the modern IT-enabled services, provide them with an understanding of the common language and key concepts and show them how they can improve their work and the work of their organization with ITIL 4 guidance.
- **The Need for Service Management**
  - Technology is advancing faster today than ever before. Developments such as cloud computing, infrastructure as a service, machine learning, and blockchain, have opened fresh opportunities for value creation, and led to IT becoming an important business driver and source of competitive advantage.
    - Every organization is a service organization
    - Almost all services today are IT enabled
    - Service management is defined as a set of specialized organizational capabilities for enabling value to customers in the form of services.
- **About the Exam**
  - 60 minutes
    - Candidates taking the exam in a language that is not in their native or working language may be awarded 25% extra time, i.e. 75 minutes in total
  - 40 questions, each question is worth 1 mark
    - 'standard'
    - 'missing word'
    - 'list' (2 correct items)
    - Very rarely, 'negative' ("what is NOT...")
  - Pass mark: 65% or higher (26 marks or above)
  - Bloom's levels 1 and 2
    - 9 questions at Bloom's Level 1 (Recall) = 22.5%
    - 31 questions at Bloom's Level 2 (Understand, Describe, Explain) = 77.5%
  - You can purchase a discounted voucher at Dion Training's website to save \$50 off the price of your exam voucher

# Itil Foundations Study Guide

**Jason Dion**



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Agutter,2020-04-14 ITIL Foundation Essentials ITIL 4 Edition is the ultimate revision guide for candidates preparing for the ITIL 4 Foundation exam It is fully aligned with the Foundation course syllabus and gives a clear and concise overview of the facts This second edition has been updated to align with amendments to the ITIL 4 Foundation syllabus [ITIL Foundation Exam Study Guide](#) Liz Gallacher,Helen Morris,2012-10-15 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 **ITIL® 4 Essentials: Your**

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*IT Service Management* Ernest Brewster,Richard Griffiths,Aidan Lawes,John Sansbury,2012-05-08 ITIL is a framework for IT service management and provides best management practice to meet ISO IEC 20k The guide introduces ITIL to Foundation Examination candidates and offers a practical understanding of IT service management This new edition is compatible with the 2011 update to ITIL It includes the following additional processes business relationship management design coordination strategy management for IT services transition planning and support An ITIL licensed product

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overview for anyone who has an interest in or a need to understand more about the objectives content and coverage of ITIL. This guide describes the key principles of IT service management and provides a high level overview of each of the core publications and associated lifecycle phases within ITIL: ITIL Service Strategy, ITIL Service Design, ITIL Service Transition, ITIL Service Operation, ITIL Continual Service Improvement. An overview of the qualifications scheme is also included. The guidance in the ITIL publications is applicable generically and is of benefit to all IT organizations irrespective of their size or the technology in use. It is neither bureaucratic nor unwieldy, is utilized sensibly and in full recognition of the business needs of the organization.

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