



Foundations of IT Service Management: The ITIL Foundations Course in a Book

Brady Orand

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NOTE: This book has been updated with "Foundations of IT Service Management with ITIL 2011". This new book covers the ITIL exam topics with the latest, up-to-date-information. As business becomes more and more dependent on technology, there is considerable attention given to the concept of aligning IT to the business. Until ITIL version 3, this concept remained mostly conceptual. The IT Infrastructure Library, by focusing on the principle of providing services, empowers IT and the business with the tools they require to enable this alignment. Having become the de-facto standard in IT Service Management, ITIL is rapidly gaining popularity across the globe. Written by an ITIL trainer who has taught thousands of students at hundreds of organizations, Foundations of IT Service Management - The Unofficial ITIL v3 Foundations Course in a Book, provides the reader with the introduction to this approach to IT services without the expense of a formal classroom course. While the focus is primarily on providing the information required to pass the ITIL v3 Foundations exam, this book goes beyond those basics to also provide real understanding of ITIL to further your knowledge and abilities as a valuable part of this IT/Business alignment. Using a case-study approach, real issues are discussed that represent challenges experienced in almost every IT organization. This book is supported with access to online sample exams that are constantly updated as new material is available. Additionally, access to the author is provided to ask questions prior to taking your exam giving you the greatest opportunity to learn the material and successfully pass your ITIL Foundations exam. Based on reader input and the latest ITIL v3 Foundations syllabus, this book has been updated to provide readers with the most up-to-date exam preparation material possible.

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