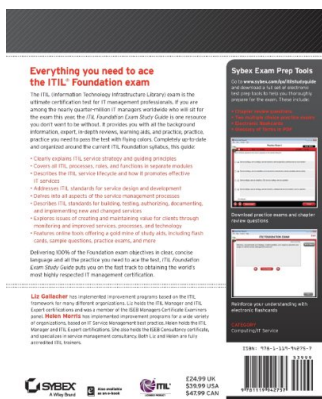


# [PDF] ITIL Foundation Exam Study Guide

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**Everything you need to prepare for the ITIL exam - Accredited to 2011 syllabus**

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- 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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