



Professional Qualifications for

ITIL® PRACTICES FOR SERVICE MANAGEMENT

*The ITIL Foundation Certificate
in IT Service Management*
SYLLABUS



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Itil V5 Foundation Study Guide 2013

**Claire Engle,Ivanka Menken,Gerard
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Itil V5 Foundation Study Guide 2013:

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book follows the topics included in the foundation certification exam syllabus and includes new sections on ITIL's guiding principles, service value chain and the four dimensions of service management. Also included are the concepts, processes and philosophies used in DevOps programs and projects. ITIL and DevOps concepts are explained with relevant examples. By the time you finish this book, you will have a complete understanding of ITIL 4 and will be ready to take the ITIL 4 Foundation certification exam. You will know the DevOps methodology and how ITIL reinforces the philosophy of shared responsibility and collaboration. Over the course of a week, even while working your day job, you will be prepared to take the exam.

What You Will Learn

- Know the basics of ITIL as you prepare for the ITIL Foundation certification exam
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- Be aware of ITIL's relevance to DevOps and DevOps concepts

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ITIL Foundation - Study Guide and Elearning Program

Ivanka Menken, Art of Service, 2017-03

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