

2011  
edition

## ITIL® Foundation with Case Study

### Course Description:

The ITIL® Foundation course is the entry level certification course for IT Service Management Best Practices training in ITIL. This course covers the latest version of core ITIL best practices presented from a lifecycle perspective. The course introduces the principles and core elements of IT service management (ITSM) based on ITIL. ITIL is comprised of five core publications: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement, promoting alignment with the business as well as improving operational efficiency.

This course is delivered using an exciting case study designed to further enhance and cement the candidates understanding of ITIL. Students who have attended this course are suitably prepared to successfully take the associated ITIL Foundation certification test which is a requirement for attending any of the further learning courses (ITIL intermediate level training) available in this track.

### Course and Learning Objectives:

At the end of this course, you will be able to:

- Identify the principles and concepts of IT Service Management based on ITIL.
- Identify the best practices of implementing ITIL in an organization.
- Define the terminology used in ITIL.
- Identify the concepts and definitions used in the Service Lifecycle.
- Define Service Strategy concepts
- Define Service Design concepts
- Define Service Operations concepts
- Define Service Transition concepts
- Define Continual Service Improvement concepts
- Define the roles, processes, and components within key areas of IT Service Management based on ITIL.
- Prepare the student to take the ITIL Foundation Certification exam

### Course Approach:

Participants will learn the principles and core elements of the service lifecycle approach to IT Service Management according to ITIL. An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the ITIL Foundation certification exam as well as providing valuable practical knowledge that can be rapidly applied in the workplace. Quint Wellington Redwood's integrated case study deepens the participant's appreciation of how ITIL best practices can be applied in order to improve IT performance.

### Course Student Material:

Students will receive an ITIL Foundation classroom workbook containing all of the presentation materials, course notes, case study and sample exams.

**Certification:**  
ITIL® Foundation

**Duration:**  
3 days

**Course Delivery:**  
Classroom or Virtual Classroom

**Languages:**  
English, Spanish, Japanese, Portuguese,  
Dutch, French, Italian, German

**Reference Materials:**  
Additional reference materials are not  
required for this course.

**About the Examination:**  
The exam is closed book with forty (40) multiple choice questions. The pass score is 65% (26 out of 40 questions). The exam lasts 60 minutes. The exam can be taken in two formats: Paper based or Online.

**Prerequisites:**  
There are no pre-requisites for this course, although a basic knowledge of Service Management concepts will be helpful.

**Credits:**  
Upon successfully achieving the ITIL Foundation certificate, the student will be recognized with 2 credits in the ITIL® qualification scheme.

Project Management Institute –Professional Development Units (PDUs) = 21

**Target Audience:**  
IT Professionals, IT Support Staff, Application, Project and Business Managers, Any member of an IT team involved in the delivery of IT Services.



ITIL® Foundation with Case Study Factsheet  
Quint Wellington Redwood  
[www.QuintAcademy.com](http://www.QuintAcademy.com)

# Itil 2011 Foundation Study Guide 2013

**Matthias Wißotzki**



## **Itil 2011 Foundation Study Guide 2013:**

**Implementing Effective IT Governance and IT Management** Gad Selig, 2015-02-01 This book is a revised edition of the best selling title Implementing IT Governance ISBN 978 90 8753 119 5 For trainers free additional material of this book is available This can be found under the Training Material tab Log in with your trainer account to access the material In all enterprises around the world the issues opportunities and challenges of aligning IT more closely with the organization and effectively governing an organization s IT investments resources major initiatives and superior uninterrupted service is becoming a major concern of the Board and executive management An integrated and comprehensive approach to the alignment planning execution and governance of IT and its resources has become critical to more effectively align integrate invest measure deploy service and sustain the strategic and tactical direction and value proposition of IT in support of organizations Much has been written and documented about the individual components of IT Governance such as strategic planning demand management program and project management IT service management strategic sourcing and outsourcing performance management metrics compliance and others Much less has been written about a comprehensive and integrated approach for IT Business Alignment Planning Execution and Governance This title fills that need in the marketplace and offers readers structured and practical solutions using the best of the best practices available today The book is divided into two parts which cover the three critical pillars necessary to develop execute and sustain a robust and effective IT governance environment Leadership people organization and strategy IT governance its major component processes and enabling technologies Each of the chapters also covers one or more of the following action oriented topics the why and what of IT strategic planning portfolio investment management decision authority etc the how of IT Program Project Management IT Service Management including ITIL Strategic Sourcing and outsourcing performance risk and contingency management including COBIT the Balanced Scorecard etc and leadership team management and professional competences **ITIL Foundation All-in-One Exam Guide** Jim Davies, 2016-08-05 Written by an Information Technology Infrastructure Library ITIL consulting and training expert this all new guide helps you pass the ITIL v3 Foundation certification exam and serves as an on the job reference ITIL Foundation All in One Exam Guide takes you through ITIL Foundation v3 2011 explaining the fundamentals of IT Service Management the five stages of the service lifecycle ITIL processes functions within them and their crucial interactions all while clearing up common misapprehensions about ITIL and adding valuable insights and examples The ITIL is the best practice framework adopted worldwide for managing IT services and the ITIL Foundation Certification can be considered a pre requisite for success for all involved in IT services as well as a stepping stone to IT Service Management certifications in ITIL Exam Tips accelerated reviews and end of chapter practice exam questions ensure you re on track to pass the Foundation exam Filled with practical exercises and examples that reinforce learning the book and electronic content include more than 300 practice exam questions and exclusive real world examples of how an

understanding of ITIL can be used to address common service management challenges ITIL Licensed Product an official endorsement of the quality and accuracy of the book s content Electronic content includes practice exams in a customizable test engine video training from the author on key concepts worksheets and a Quick Review Guide In depth case studies analyze projects end to end through ITIL s framework taken from the author s 40 years of experience as an ITIL consultant Jim Davies ITSM UK s 2013 Trainer of the Year and ITIL Champion provides his 10 Commandments of IT Service Management

**CCIE Wireless v3 Study Guide** Carlos Alcantara,Nicolas Darchis,Jerome Henry,Jeal Jimenez,Federico Ziliotto,2018-11-27 Thoroughly prepare for the revised Cisco CCIE Wireless v3 x certification exams Earning Cisco CCIE Wireless certification demonstrates your broad theoretical knowledge of wireless networking your strong understanding of Cisco WLAN technologies and the skills and technical knowledge required of an expert level wireless network professional This guide will help you efficiently master the knowledge and skills you ll need to succeed on both the CCIE Wireless v3 x written and lab exams Designed to help you efficiently focus your study achieve mastery and build confidence it focuses on conceptual insight not mere memorization Authored by five of the leading Cisco wireless network experts it covers all areas of the CCIE Wireless exam blueprint offering complete foundational knowledge for configuring and troubleshooting virtually any Cisco wireless deployment Plan and design enterprise class WLANs addressing issues ranging from RF boundaries to AP positioning power levels and density Prepare and set up wireless network infrastructure including Layer 2 3 and key network services Optimize existing wired networks to support wireless infrastructure Deploy configure and troubleshoot Cisco IOS Autonomous WLAN devices for wireless bridging Implement configure and manage AireOS Appliance Virtual and Mobility Express Controllers Secure wireless networks with Cisco Identity Services Engine protocols concepts use cases and configuration Set up and optimize management operations with Prime Infrastructure and MSE CMX Design configure operate and troubleshoot WLANs with real time applications

[Mining goes Digital](#) Christoph Mueller,Winfred Assibey-Bonsu,Ernest Baafi,Christoph Dauber,Chris Doran,Marek Jerzy Jaszczuk,Oleg Nagovitsyn,2019-05-22 The conferences on Applications for Computers and Operations Research in the Minerals Industry APCOM initially focused on the optimization of geostatistics and resource estimation Several standard methods used in these fields were presented in the early days of APCOM While geostatistics remains an important part information technology has emerged and nowadays APCOM not only focuses on geostatistics and resource estimation but has broadened its horizon to Information and Communication Technology ICT in the mineral industry Mining Goes Digital is a collection of 90 high quality peer reviewed papers covering recent ICT related developments in Geostatistics and Resource Estimation Mine Planning Scheduling and Dispatch Mine Safety and Mine Operation Internet of Things Robotics Emerging Technologies Synergies from other industries General aspects of Digital Transformation in Mining Mining Goes Digital will be of interest to professionals and academics involved or interested in the above mentioned areas

**ITIL Foundation Exam Study Guide** Liz

Gallacher,Helen Morris,2012-08-15 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 Lifecycle Essentials* Claire Agutter,2013-03-28 Gives ITIL Foundation candidates a comprehensive overview of the key elements concepts and terminology used in the ITIL service lifecycle **ITIL Foundation Complete Certification Kit - Fourth Edition** Ivanka Menken, Gerard Blokdijk,2011 The only resource you will need to learn about IT Service Management and pass the ITIL Foundation Certificate in IT Service Management exam including designed in accordance with the ITIL 2011 syllabus narrated presentation of content iPad iPhone friendly exam preparation modules including sample exams support from accredited ITIL trainers and online forum to interact with other students Cover Improving the Test Process Graham Bath,Erik Van Veenendaal,2013-12-13 This book covers the syllabus for the Improving the Test Process module of the International Software Testing Qualifications Board ISTQB Expert Level exam To obtain certification as a professional tester at the Expert Level candidates may choose to take a course given by an ISTQB accredited training provider and then sit for the exam Experience shows that many candidates who choose this path still require a reference book that covers the course There are also many IT professionals who choose self study as the most appropriate route toward certification This book can be used both as a preparation guide for those planning to take the ISTQB Expert Level certification exam and as a practical guide for experienced testing professionals who want to develop their skills in improving test processes Engineering the Transformation of the Enterprise Stephan Aier,Peter Rohner,Joachim Schelp,2021-09-01 The topics in this book cover a broad range of research interests from business engineering and its application in corporate and business networking contexts to design science research as well as applied topics where those research methods have been employed for modeling data warehousing information systems management enterprise architecture management management of large and complex projects and enterprise transformation The book is a Festschrift for Robert Winter in order to appreciate his work and to honor him as a personality with a high reputation in the information systems community To this end many professional

colleagues or long time companions both from the Institute of Information Management at the University of St Gallen as well as from the international research community dedicated articles on topics related to Robert's research. They reflect his ambition to uncompromisingly conduct high class research that fuels the research community and at the same time contributes to improved industrial practice. The book is organized in three major parts: Part I Business Engineering and Beyond focuses on the methodology strongly shaped by Robert in St Gallen with a focus on research being applied in corporate contexts; Part II Design Science Research spans from reflections on the practice of design science research to perspectives on design science research methodologies and eventually up to considerations to teach design science research methodology; Part III Applied Fields combines various applications of design science and related research methodologies with practical problems and future research topics.

**Software Quality Assurance** Ivan Mistrik, Richard M Soley, Nour Ali, John Grundy, Bedir Tekinerdogan, 2015-10-12. Software Quality Assurance in Large Scale and Complex Software intensive Systems presents novel and high quality research related approaches that relate the quality of software architecture to system requirements, system architecture and enterprise architecture or software testing. Modern software has become complex and adaptable due to the emergence of globalization and new software technologies, devices and networks. These changes challenge both traditional software quality assurance techniques and software engineers to ensure software quality when building today and tomorrow's adaptive context sensitive and highly diverse applications. This edited volume presents state of the art techniques, methodologies, tools, best practices and guidelines for software quality assurance and offers guidance for future software engineering research and practice. Each contributed chapter considers the practical application of the topic through case studies, experiments, empirical validation or systematic comparisons with other approaches already in practice. Topics of interest include but are not limited to: quality attributes of system software architectures, aligning enterprise system and software architecture from the point of view of total quality design decisions and their influence on the quality of system software architecture, methods and processes for evaluating architecture quality, quality assessment of legacy systems and third party applications, lessons learned and empirical validation of theories and frameworks on architectural quality, empirical validation and testing for assessing architecture quality. Focused on quality assurance at all levels of software design and development. Covers domain specific software quality assurance issues e.g. for cloud, mobile, security context sensitive mash up and autonomic systems. Explains likely trade offs from design decisions in the context of complex software system engineering and quality assurance. Includes practical case studies of software quality assurance for complex adaptive and context critical systems.

**Capability Management Guide** Matthias Wißotzki, 2017-08-08. This book investigates what enterprises can do and/or what should it be capable of in order to accelerate organizational changes. Therefore a capability based method is developed which assists in the identification, structuring and management of capabilities. The approach is embedded in a process comprising four building blocks that provide appropriate procedures, concepts and supporting tools.

evolved from theory and practical use cases The guide represents a flexible method for capability newcomers and experienced audiences to optimize enterprises economic impacts of EAM supporting the alignment of business and IT

Cases on Sustainable Human Resources Management in the Middle East and Asia Jones, Stephanie, Graham, Sheena, 2015-02-28 In today s diverse workforce managers and administrators are challenged with maintaining an equal and harmonious work environment Despite the efforts of companies and organizations training and maintaining employees of diverse cultural backgrounds in one setting continues to present challenges Cases on Sustainable Human Resources Management in the Middle East and Asia presents a collection of teaching cases intended to examine the experience of modern executives implementing sustainable human resources practices in diverse corporations Through highlighting practical examples of implementation in real world settings this book is an essential reference source for professionals and researchers working in the field of Human Resources Management interested in proven practices and effective strategies for managing diverse work environments especially across Asia and the Middle East *ICMLG2016-4th International Conference on Management, Leadership and Governance* Dmitry Vasilenko and Natalia Khazieva, Advanced Management Information Systems Bernd Schenk, 2025-06-25 This is a textbook for advanced courses on Management Information Systems MIS It bridges the gap between theoretical frameworks and practical applications offering insights into both foundational principles and emerging trends Covering topics such as artificial intelligence data analytics enterprise architecture and information systems governance the book explores the multifaceted nature of MIS and its transformative impact on modern organizations Each chapter integrates foundational IS research with the latest insights applying these to case studies to ensure both relevance and academic rigor Topics include business IT alignment data driven decision making and the ethical challenges of managing information systems in today s complex interconnected world Through a combination of theoretical models practical frameworks and real world examples this book equips readers with the tools needed to navigate the evolving MIS landscape The book is designed for advanced learners building upon foundational MIS concepts to provide deeper insights into the field It is particularly valuable for students pursuing a bachelor s degree in Information Systems or related disciplines as well as for those enrolled in master s programs focused on IS Additionally professionals looking to enhance their expertise will find this book a useful resource Since it does not cover introductory topics in detail a basic understanding of the field of information systems is recommended for fully engaging with the material **Business Information Systems Workshops** Witold Abramowicz, 2013-10-17 This book constitutes the refereed proceedings of the four workshops that were organized in conjunction with the International Conference on Business Information Systems BIS 2013 which took place in Pozna Poland in June 2013 BIS workshops give researchers the opportunity to share their preliminary ideas and first experimental results and to discuss research hypotheses with a highly focused audience The 25 papers in this volume were carefully reviewed and selected from 47 submissions and were revised and extended after the

event The workshop topics covered applications and economics of knowledge based technologies AKTB business and IT alignment BITA enterprise systems for higher education ESHE and formal semantics for future enterprises FSFE In addition two keynotes as well as ten papers presented at the PhD Symposium are also included in this volume

**Itil Foundation - Study Guide and Elearning Program** Ivanka Menken, Art of Service, 2017-03 The ITIL R Information Technology Infrastructure Library Foundation Study Guide and eLearning Program is the most complete guide for anyone involved in IT Service Management and who are aiming to take the ITIL Foundation exam whether they be first time ITIL learners or seasoned IT professionals Our accredited program contains a revised study guide and online learning program with up to date content from the ITIL V3 2011 Syllabus Combined with interactive content and exam preparation materials the course will assist you in passing your ITIL Foundation exam on the first attempt With examples instructions and cautionary advice the ITIL Foundation Course is to quote numerous satisfied ITIL certified clients the Gold Standard of ITIL Certification We ve earned this moniker by assisting thousands of students over 15 years by being at the forefront of the ITIL education community This study guide contains both the workbook and access to our online program that together provides everything you need to prepare for the ITIL Foundation certification exam including Real world scenarios that describe what you ve learned in the context of service solutions Section reviews for each chapter to help you zero in on what you need to know and includes practice exam questions Key information and real world examples organized around the actual day to day tasks and challenges you ll face in the field of IT Service Management Ability to assess what you ve learned with challenging ITIL Foundation exam style questions Presentations that you can view and replay as many times as required in your access period facilitated by certified ITIL trainers who explain each of the topics and concepts of ITIL Materials developed on the specific syllabus and exam criteria so that you can be confident in achieving exam success on your first attempt This new updated edition includes A section on the new ITIL Practitioner qualification and the important information you need to know Up to date and interactive content via the eLearning program to facilitate the learning experience Educational content that strengthens your grasp on the key information you require for the tasks and challenges you will face in the IT sector The book and course made me confident in sitting the exam and is the best such book that I ve come across Worth it especially since you have access to the online learning component as well Highly recommended I passed in one go ITIL R is a registered trade mark of AXELOS Limited

**The Manager's Guide to Cybersecurity Law** Tari Schreider, SSCP, CISM, C|CISO, ITIL Foundation, 2017-02-01 In today's litigious business world cyber related matters could land you in court As a computer security professional you are protecting your data but are you protecting your company While you know industry standards and regulations you may not be a legal expert Fortunately in a few hours of reading rather than months of classroom study Tari Schreider's The Manager's Guide to Cybersecurity Law Essentials for Today's Business lets you integrate legal issues into your security program Tari Schreider a board certified information security practitioner with a criminal justice



administration background has written a much needed book that bridges the gap between cybersecurity programs and cybersecurity law He says My nearly 40 years in the fields of cybersecurity risk management and disaster recovery have taught me some immutable truths One of these truths is that failure to consider the law when developing a cybersecurity program results in a protective false or false sense of security In a friendly style offering real world business examples from his own experience supported by a wealth of court cases Schreider covers the range of practical information you will need as you explore and prepare to apply cybersecurity law His practical easy to understand explanations help you to Understand your legal duty to act reasonably and responsibly to protect assets and information Identify which cybersecurity laws have the potential to impact your cybersecurity program Upgrade cybersecurity policies to comply with state federal and regulatory statutes Communicate effectively about cybersecurity law with corporate legal department and counsel Understand the implications of emerging legislation for your cybersecurity program Know how to avoid losing a cybersecurity court case on procedure and develop strategies to handle a dispute out of court Develop an international view of cybersecurity and data privacy and international legal frameworks Schreider takes you beyond security standards and regulatory controls to ensure that your current or future cybersecurity program complies with all laws and legal jurisdictions Hundreds of citations and references allow you to dig deeper as you explore specific topics relevant to your organization or your studies This book needs to be required reading before your next discussion with your corporate legal department

**Information Assurance and Security Education and Training** Ronald C. Dodge,Lynn Fitcher,2013-07-03 This book constitutes the refereed proceedings of the 8th IFIP WG 11 8 World Conference on Security Education WISE 8 held in Auckland New Zealand in July 2013 It also includes papers from WISE 6 held in Bento Gon alves Brazil in July 2009 and WISE 7 held in Lucerne Switzerland in June 2011 The 34 revised papers presented were carefully reviewed and selected for inclusion in this volume They represent a cross section of applicable research as well as case studies in security education

**Handbook of Research on Emerging Technologies for Effective Project Management** Jamil, George Leal,Ribeiro, Fernanda,Malheiro da Silva, Armando,Maravilhas Lopes, Sérgio,2019-09-13 Driven by such tools as big data cognitive computing new business models and the internet of things the overall demand for innovation is becoming more critical for competitiveness and emerging technologies These technologies have become real alternatives for the market and offer new perspectives for modern project management applications The Handbook of Research on Emerging Technologies for Effective Project Management is an essential research publication that proposes innovations for firms and markets through the exploration of project management principles and methods and the effective integration of knowledge and innovation It encompasses academic and scientific propositions reviews for conceptual bases applications of theories in new market solutions and cases of successful insertion of disruptive technologies and business models in new competitive market offers Featuring a range of topics such as innovation management business administration and marketing this book is ideal for

project managers IT specialists software developers executives practitioners managers marketers researchers and industry professionals     *Lean Project Management - Wie man den Lean-Gedanken im Projektmanagement einsetzen kann* Rainer Erne, 2019-10-17 Dieses Buch zeigt wie die Prinzipien des Lean Managements auf das Projektmanagement übertragen werden und wie einige typische Probleme des Projektmanagements damit gelöst werden können Der Autor beschreibt zunächst theoretisch fundiert worum es sich beim Projektmanagement handelt und erläutert dessen Aufgaben und Methoden sowie dessen Grenzen Er beschreibt weiterhin wie der Lean Gedanke entstanden ist und leitet daraus fünf Grundsätze ab die auch auf das Projektmanagement übertragbar sind Entlang dieser Prinzipien beleuchtet der Autor anschließend typische aktuelle Herausforderungen des Projektmanagements und zeigt auf wie diese Herausforderungen durch Grundsätze des Lean Project Managements bewältigbar sind Dabei bleibt er nicht auf der Ebene von Grundsätzen stehen sondern beschreibt konkrete Aufgaben und Werkzeuge die vor allem für erfahrene Praktiker des Projektmanagements eine Hilfestellung sein sollen

## Unveiling the Magic of Words: A Overview of "**Itil 2011 Foundation Study Guide 2013**"

In a world defined by information and interconnectivity, the enchanting power of words has acquired unparalleled significance. Their capability to kindle emotions, provoke contemplation, and ignite transformative change is really awe-inspiring. Enter the realm of "**Itil 2011 Foundation Study Guide 2013**," a mesmerizing literary masterpiece penned by way of a distinguished author, guiding readers on a profound journey to unravel the secrets and potential hidden within every word. In this critique, we shall delve into the book is central themes, examine its distinctive writing style, and assess its profound impact on the souls of its readers.

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