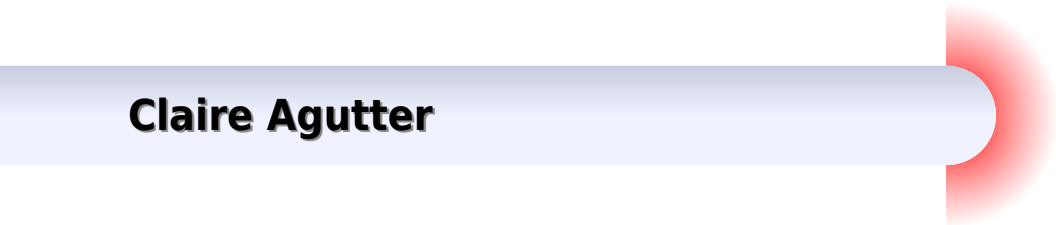


## Introduction

- **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

**Claire Agutter**



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*Passing the ITIL® Foundation Exam* David Pultorak, Jon E. Nelson, Vince Pultorak, 1970-01-01 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 This book helps people prepare for the ITIL 2011 Edition Foundation qualification exam It contains direct links to the full syllabus and specifies the terms and definitions required In addition it gives sample questions for practice both within the text and also a number of the official exams questions in the back The content of this book is based on the ITIL 2011 Edition core guidance and APMG's ITIL Foundation Certificate syllabus edition 2011 Written by globally experienced trainers and reviewed by other professionals this unique work provides clear and concise guidance for all those seeking to achieve success at the ITIL Foundation Level Covering A clear and concise explanation of the exam structure Key text for the exams Sample exam questions and sample answers and Hints and Tips and practical examples this book will highlight for readers the key items they need for the ITIL Foundation Exam that will increase chances of success

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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

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The TOGAF® Business Architecture Foundation Study Guide Andrew Josey, The Open Group, 2023-04-10 The TOGAF Standard a standard of The Open Group is a proven Enterprise Architecture methodology and framework used by the world's leading organizations to improve business efficiency The TOGAF Certification Program has enabled more than 100 000 Enterprise Architects and trainers around the globe to demonstrate their proven knowledge of the framework and method This is the book you need to prepare for the TOGAF Business Architecture Foundation qualification This edition is aligned to the TOGAF Standard 10th Edition It includes an overview of every learning outcome included in the TOGAF Business Architecture Syllabus and in depth coverage on preparing and taking the TOGAF Business Architecture Foundation examination It includes Key Learning Points exercises and challenging Test Yourself questions for each part of the syllabus together with a Test Yourself examination paper that you can use to test your readiness to take the official TOGAF Business Architecture Foundation examination The audience for this Study Guide is Individuals such as those responsible for business planning who wish to apply the TOGAF Business Architecture approach in their working environment Individuals needing to gain competencies in TOGAF Business Architecture techniques Individuals who wish to become qualified as part of their own professional development A prior knowledge of Enterprise Architecture is advantageous but not required Topics covered include An introduction to TOGAF certification and the TOGAF Business Architecture Foundation qualification including the TOGAF Business Architecture Foundation examination The concepts of Enterprise Architecture and the TOGAF Standard this includes the TOGAF Architecture Development Method ADM the contents of the TOGAF framework and the TOGAF Library The key terminology of TOGAF Business Architecture An introduction to the TOGAF ADM including the objectives of the ADM phases and how to adapt and scope the ADM for use How business modeling relates to the TOGAF Standard the impact and benefits of business models and examples of different representations of business models How to define business capabilities how they can be modeled and how to map them to other business perspectives Value streams and value stream mapping the benefits the different approaches to value stream analysis the relationship to other Business Architecture concepts and how to apply

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**ITIL Foundation Essentials ITIL 4 Edition** Claire Agutter, 2020 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

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