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Endorsed by the Official ITIL Accreditor and updated in line with the 2011 syllabus, this bestselling study aid is the ideal companion for students preparing for their ITIL Foundation Exam.

The publication presents the Foundation content in an easy-to-follow structure, which is ideal for learning, and developing an understanding of the basic concepts, principles and terminology associated with IT service management.

The publication provides an overview of the ITIL Foundation learning requirements. It contains chapters on service management, each of the five lifecycle stages, and service management technology plus information on the qualification scheme and the exam itself.



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