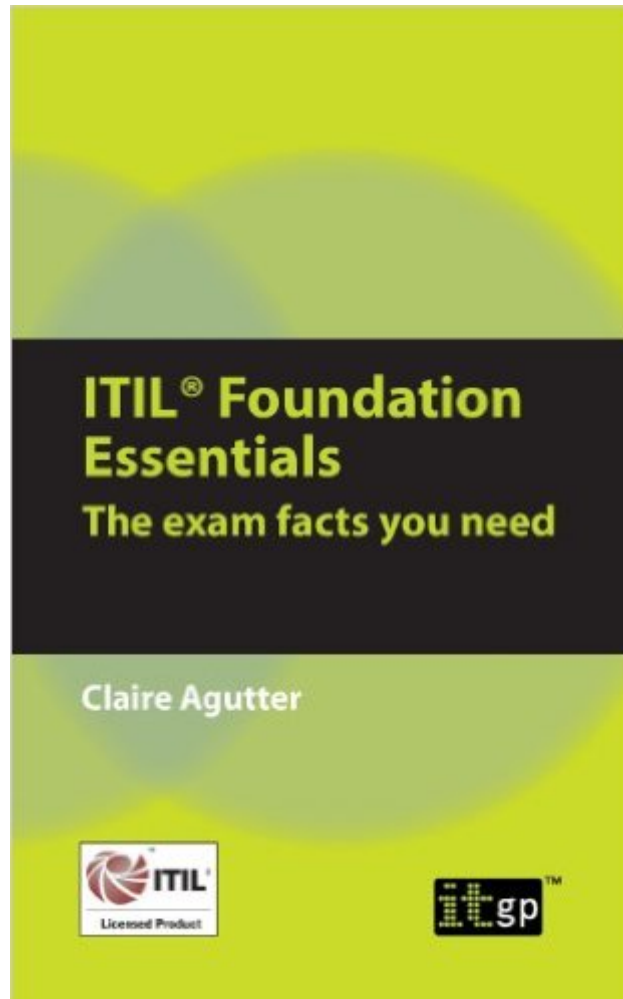# ITIL Foundation Essentials: The Exam Facts You Need

ITIL® Foundation
Essentials
The exam facts you need

Claire Agutter

Synopsis

ITIL(R) Foundation Essentials is a distillation of critical information - no waffle or padding - just exactly what you need to understand the key points required for a successful exam. Aimed at self-study candidates, ITIL community training delegates, itSMF/BCS members and V2 Foundation Certificate holders, who have yet to take an upgraded exam, this pocket guide is fully aligned with the ITIL 2011 core volumes. Project managers, who are looking to expand their qualifications, and IT contractors or consultants, who don't want to take time out from their day jobs to attend a course, will also find this pocket guide an essential companion to their studies and education. THE essential companion for those studying the ITIL Foundation syllabus, the pocket guide covers key areas including: A basic introduction to ITIL and a description of service classifications (core, enabling, enhancing) and an outline of internal and external services. A point-by-point summary of the purpose, objectives, scope and value of the five stages of the service lifecycle that form the ITIL core; from strategy and design, through to transition, operation and continual service improvement (CSI). Separate sections in the guide are dedicated to describing key concepts and terminology (including "stakeholders" and "processes, functions and roles") and throughout the pocket guide the wide range of 3, 4 and 5 letter ITIL acronyms (including PBA, FMITS, BRM, SLM, OLA, SLR, VBF, ITSCM, SACM, RADM) are expanded and explained. A brief summary of the ITIL qualification scheme and the Foundation exam. Preparation for the ITIL Foundation Certificate in IT Service Management - Use it to get the results you need!

Book Information

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Customer Reviews

If you are going for your ITIL Foundations certificate, this is the right book. This book isn't huge, it isn't full of fluff, and it isn't for people pursuing expert ITIL. This will get you foundations with ease though. It outline exactly what you need for the certification, and nothing more. You read all about 100 pages a time or two, and study the words, and you will pass with no problem. I took my test off this book, and handed this book to a co-worker who also needed to pass to keep his job, and after a week of reading and studying, he took it and passed. This is the best book for foundations.

The title is accurate. The other ITIL books I've read (or at least skimmed) spend so much time idolizing ITIL that the meat needed to pass the exam is buried in the detail. Claire Agutter presents a terse, well-organized overview with a focus on what's needed to pass the Foundation exam. Those looking for an in-depth ITIL course, complete with justifications for implementing ITIL and replete with nuances, will be disappointed. Those wanting to pass the exam without fanfare will find what they need. (By the way, all of the illustrations in the book may be found online with a simple search.)

I was able to pass the test after using this book to study. I took notes for every chapter to make sure I understood all of the concepts as I find that physically writing things down helps me remember. Definitely the cheapest exam guide I've ever used, but it got the job done.

Used this book to study for about 2 hours daily for a month and took the test and passed with flying colors. This book really extracts only the most pertinent information into an easily digestable format. Save your money and buy this book and use online practice tests and you will pass.

The book's format is too small to have readable disgrams.The poor printing quality and cheap paper contributed to the readability issue.Most diagrams were copies of disgrams that were essentially full page illustrations in the original documnets. When reduced to one quarter the original size they are usuless.

I'm surprised at all of the negative reviews. I used this as my sole resource to study for the ITIL Foundation exam. I just read it twice over the course of a few weeks (1 chapter per day) and passed with an 88%. Why spend more money and time than necessary to pass, this book is all you need. I felt that even though the diagrams were small, they were more than easily legible.

Great manual, its smaller book and highlights everything you need to know for the Foundation exam. I would also suggest a more complete study guide like the ITIL Exam Study Guide by Liz Gallacher.

ITIL Foundation Essentials: The Exam Facts You Need ITIL for Beginners: The Complete Beginner's Guide to ITIL ITSM QuickStart Guide: The Simplified Beginner's Guide to IT Service Management (IT Service Management, ITIL, ITIL v3) Passing Your Itil Foundation Exam (Best Management Practice) ITIL Foundation Exam Study Guide Implementing Cisco IP Routing (ROUTE) Foundation Learning Guide: Foundation learning for the ROUTE 642-902 Exam (Foundation Learning Guides) Implementing Cisco IP Switched Networks (SWITCH) Foundation Learning Guide: Foundation learning for SWITCH 642-813 (Foundation Learning Guides) The Ultimate Insider's Guide to Winning Foundation Grants: A Foundation Ceo Reveals the Secrets You Need to Know NCLEX-RN Drug Guide: 300 Medications You Need to Know for the Exam (Kaplan Nclex Rn Medications You Need to Know for the Exam) Implementing Cisco IP Telephony and Video, Part 1 (CIPTV1) Foundation Learning Guide (CCNP Collaboration Exam 300-070 CIPTV1) (3rd Edition) (Foundation Learning Guides) 101 Facts... Stan Lee: 101 Facts About Stan Lee You Probably Never Knew (facts 101 Book 7) 101 Facts... Dinosaurs. Dinosaur books for kids with awesome facts and images. (101 Animal Facts Book 19) Implementing Cisco IP Routing (ROUTE) Foundation Learning Guide: (CCNP ROUTE 300-101) (Foundation Learning Guides) Designing for Cisco Network Service Architectures (ARCH) Foundation Learning Guide: CCDP ARCH 300-320 (4thEdition) (Foundation Learning Guides) Pilgrim Tips & Packing List Camino de Santiago: What you need to know beforehand, what you need to take, and what you can leave at home. The Bar Exam Mind Bar Exam Journal: Guided Writing Exercises to Help You Pass the Bar Exam Everything You Need to Know About Snakes (Everything You Need Know) Everything You Need To Know About Geography Homework (Evertything You Need To Know..) 50 Physics Ideas You Really Need to Know (50 Ideas You Really Need to Know Series) by Baker, Joanne (2007) The Only EKG Book You'll Ever Need (Thaler, Only EKG Book You'll Ever Need)