



## Foundations of IT Service Management with ITIL 2011: ITIL Foundations Course in a Book

By Brady Orand

Createspace Independent Publishing Platform, United States, 2011. Paperback. Book Condition: New. 2nd. 232 x 190 mm. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*.Used by universities and company training programs around the world, Foundations of IT Service Management - the ITIL Course in a Book is the book to help you achieve your ITIL(r) Foundation certification. Presented in an easy-to-understand format, the concepts of ITIL and the processes are laid out in a logical sequence. Each lesson is followed by list of key concepts and sample questions to help you study for your ITIL(r) Foundation certification exam. Chapter review questions, modeled after the real exam questions, reinforce your learning for each unit. Written by an ITIL(r) Expert trainer who has taught thousands of students and hundreds of organizations, Foundations of IT Service Management with ITIL(r) 2011 provides a reader with the introduction to this approach to IT services without the expense of a formal classroom course. While the focus is primarily on providing information required to pass the ITIL(r) Foundations exam, this book goes beyond those basics to also provide a real understanding of ITIL(r) to further your knowledge and abilities as a valuable part of IT/business...



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