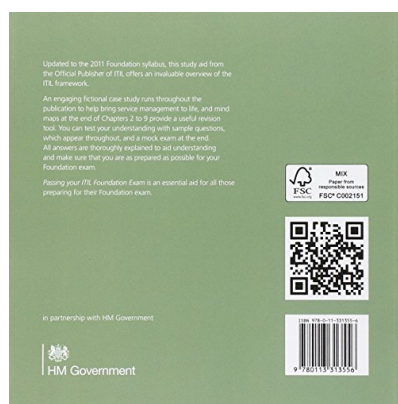


# [PDF] Passing Your ITIL Foundation Exam: 2011 (Best Management Practice)

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## Books Details:

Title: Passing Your ITIL Foundation

Author:

Released:

Language:

Pages: 212

ISBN: 0113313551

ISBN13: 9780113313556

ASIN: 0113313551

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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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