

Itil Foundation Study Guide 2012

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.

This book is a revised edition of the best selling title *Implementing IT Governance* (ISBN 978 90 8753 119 5). 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. In all enterprises around the world, the issues, opportunities and challenges of aligning IT more closely with the organization and effectively governing an organization's IT investments, resources, major initiatives and superior uninterrupted service is becoming a major concern of the Board and executive management. An integrated and comprehensive approach to the alignment, planning, execution and governance of IT and its resources has become critical to more effectively align, integrate, invest, measure, deploy, service and sustain the strategic and tactical direction and value proposition of IT in support of organizations. Much has been written and documented about the individual components of IT Governance such as strategic planning, demand management, program and project management, IT service management, strategic sourcing and outsourcing, performance management, metrics, compliance and others. Much less has been written about a comprehensive and integrated approach for IT/Business Alignment, Planning, Execution and Governance. This title fills that need in the marketplace and offers readers structured and practical solutions using the best of the best practices available today. The book is divided into two parts, which cover the three critical pillars necessary to develop, execute and sustain a robust and effective IT governance environment: - Leadership, people, organization and strategy, - IT governance, its major component processes and enabling technologies. Each of the chapters also covers one or more of the following action oriented topics: - the why and what of IT: strategic planning, portfolio investment management, decision authority, etc.; - the how of IT: Program/Project Management, IT Service Management (including ITIL); Strategic Sourcing and outsourcing; performance, risk and contingency management (including COBIT, the Balanced Scorecard etc.) and leadership, team management and professional competences.

Thoroughly prepare for the revised Cisco CCIE Wireless v3.x certification exams. Earning Cisco CCIE Wireless certification demonstrates your broad theoretical knowledge of wireless networking, your strong understanding of Cisco WLAN technologies, and the skills and technical knowledge required of an expert-level wireless network professional. This guide will help you efficiently master the knowledge and skills you'll need to succeed on both the CCIE Wireless v3.x written and lab exams. Designed to help you efficiently focus your study, achieve

mastery, and build confidence, it focuses on conceptual insight, not mere memorization. Authored by five of the leading Cisco wireless network experts, it covers all areas of the CCIE Wireless exam blueprint, offering complete foundational knowledge for configuring and troubleshooting virtually any Cisco wireless deployment. Plan and design enterprise-class WLANs addressing issues ranging from RF boundaries to AP positioning, power levels, and density Prepare and set up wireless network infrastructure, including Layer 2/3 and key network services Optimize existing wired networks to support wireless infrastructure Deploy, configure, and troubleshoot Cisco IOS Autonomous WLAN devices for wireless bridging Implement, configure, and manage AireOS Appliance, Virtual, and Mobility Express Controllers Secure wireless networks with Cisco Identity Services Engine: protocols, concepts, use cases, and configuration Set up and optimize management operations with Prime Infrastructure and MSE/CMX Design, configure, operate, and troubleshoot WLANs with real-time applications

This guide is intended to help organisations put in place effective frameworks for taking informed decisions about risk. It brings together recommended approaches, checklists and pointers to more detailed information on tools and techniques. The topics covered include: the principles of risk management; how risks are managed; managing risks at the strategic, programme, project and operational level; techniques and examples of the benefits of risk management. The publication draws on the experience of experts from both the private and public sector.

The most authoritative guide to preparing for the ITIL® V3 Foundation Certificate in IT Service Management. It includes an extensive range of practice questions complete with explanations and key learning points and provides a wealth of background knowledge. This guide utilises the experience of three established independent service management consultants who are members of the ISEB examination panel and are experienced Service Management Lecturers. An ITIL® Licensed Product.

ITIL Foundation Exam Study Guide John Wiley & Sons

Application management refers to the maintenance and enhancement of information systems, and accounts for a large proportion of IT expenditure. This publication contains information on the ASL (the Application Services Library) framework, which is currently the only public domain application management standard in the world. Aspects discussed include: the structure of the ASL framework, maintenance processes including configuration, capacity and continuity management; impact analysis, design, testing and implementation; connecting processes such as software control and distribution; application cycle management; organisations cycle management; relationships with other forms of management; application and introduction of ASL.

Annotation An easy-to-understand introduction to using best practice techniques within IT service management, 'ITIL for Dummies' provides an easy-to-

understand introduction to using best practice guidance within IT service management.

ITIL® Foundation Essentials is a distillation of the critical information you need to understand the key facts for a successful exam.

Gives ITIL Foundation candidates a comprehensive overview of the key elements, concepts and terminology used in the ITIL service lifecycle.

Everything you need to pass the PRINCE2 with flying colors The PRINCE2 Study Guide, Second Edition, offers comprehensive preparation for the latest PRINCE2 exam. Covering 100 percent of the exam objectives, this guide provides invaluable guidance that will help you master both the material and its applications; indeed, a practice-centered approach helps you “learn by doing” to help you internalize PRINCE2 concepts on a deeper level. Although the exam is heavily focused on detailed business process, this guide’s accessible writing and real-world approach make learning fun. Each chapter poses a common project challenge, and walks you through the solution based on essential PRINCE2 principles. A year of FREE access to electronic study aids allows you to study anywhere, at any time, and expert instruction throughout breaks complex topics down into easily-digestible concepts. The PRINCE2 exam is challenging, but thorough preparation is your best defense. Conceptual knowledge is important, but it isn’t enough—knowledge is only useful if you can apply it. This book is designed as your personal PRINCE2 coach: Master 100 percent of the PRINCE2 exam objectives Apply your knowledge to real-world workplace scenarios Test your understanding with challenging review questions Access sample questions, electronic flashcards, and other study aids PRINCE2 is globally recognized as one of the premier project management credentials; while less expansive than the PMP, the PRINCE2 is more intense and tightly focused on detailed business processes. Companies around the world are in need of qualified project management professionals to optimize processes and boost organizational performance—and the PRINCE2 certification puts you on the map as a validated professional. If you’re ready to take on your next challenge, the PRINCE2 Study Guide, Second Edition, is your ultimate companion for complete preparation. CISSP Study Guide, Third Edition provides readers with information on the CISSP certification, the most prestigious, globally-recognized, vendor-neutral exam for information security professionals. With over 100,000 professionals certified worldwide, and many more joining their ranks, this new third edition presents everything a reader needs to know on the newest version of the exam's Common Body of Knowledge. The eight domains are covered completely and as concisely as possible, allowing users to ace the exam. Each domain has its own chapter that includes a specially-designed pedagogy to help users pass the exam, including clearly-stated exam objectives, unique terms and definitions, exam warnings, "learning by example" modules, hands-on exercises, and chapter ending questions. Provides the most complete and effective study guide to prepare users for passing the CISSP exam, giving them exactly what they

need to pass the test Authored by Eric Conrad who has prepared hundreds of professionals for passing the CISSP exam through SANS, a popular and well-known organization for information security professionals Covers all of the new information in the Common Body of Knowledge updated in January 2015, and also provides two exams, tiered end-of-chapter questions for a gradual learning curve, and a complete self-test appendix

The Six Sigma Yellow Belt certification is aimed at those new to the world of Six Sigma who have a small role, interest, or need to develop foundational knowledge. Yellow belts can be entry level employees who seek to improve their world or executive champions who require an overview of Six Sigma and define, measure, analyze, improve and control model (DMAIC). Preparing for the Six Sigma Yellow Belt Exam to become a Yellow Belt Certified by Six Sigma ? Here we've brought 180+ Exam Questions for you so that you can prepare well for this CSSYB. Unlike other online simulation practice tests, you get an eBook version that is easy to read & remember these questions. You can simply rely on these questions for successfully certifying this exam.

Complete, detailed preparation for the Intermediate ITIL Service Lifecycle exams ITIL Intermediate Certification Companion Study Guide is the ultimate supporting guide to the ITIL Service Lifecycle syllabus, with full coverage of all Intermediate ITIL Service Lifecycle exam objectives for Service Operation, Service Design, Service Transition, Continual Service Improvement, and Service Strategy. Using clear and concise language, this useful companion guides you through each Lifecycle module and each of the process areas, helping you understand the concepts that underlie each skill required for certification. Illustrative examples demonstrate how these skills are applied in real-life scenarios, helping you realize the importance of what you're learning each step of the way. Additional coverage includes service strategy principles and processes, governance, organization, implementation, and technology considerations, plus guidance toward common challenges and risks. ITIL is the most widely adopted approach for IT Service Management in the world, providing a practical, no-nonsense framework for identifying, planning, delivering, and supporting IT services to businesses. This study guide is the ultimate companion for certification candidates, giving you everything you need to know in a single informative volume. Review the information needed for all five Lifecycle exams Examine real-life examples of how these concepts are applied Gain a deeper understanding of each of the process areas Learn more about governance, organization, implementation, and more The Intermediate ITIL Service Lifecycle exams expect you to demonstrate thorough knowledge of the concepts, processes, and functions related to the modules. The certification is recognized around the world as the de facto standard for IT Service Management, and the skills it requires increase your value to any business. For complete, detailed exam preparation, ITIL Certification Companion Study Guide for the Intermediate ITIL Service Lifecycle Exams is an invaluable effective tool.

ITIL is a widely adopted body of knowledge and best practices for successful IT Service Management that links with training and certification.

Now updated in line with the 2011 syllabus, this quick-reference revision guide has been designed to help students prepare for their foundation exam. It is also a key reference aid for managers, practitioners, vendors and consultants in the workplace and while travelling. This handbook provides an introduction to the ITIL service lifecycle model and an overview of the ITIL qualification structure. It contains a chapter on each of the components of the lifecycle: service strategy, service design, service transition, service operation and continual service improvement.

A bestselling Exchange Server guide, updated for the 2016 release *Mastering Microsoft Exchange Server 2016* is the gold-standard reference for system administrators and first-time users alike. Fully updated to align with the latest release, this expert-led guide provides comprehensive coverage and easy-to-follow tutorials for all aspects of Exchange Server installation, configuration, and management. Whether you're migrating from an earlier version or installing Exchange Server for the first time, this book gives you quick access to the answers you need. Step-by-step instructions walk you through planning and design, installation, administration and management, maintenance, and more, so you can get up to speed quickly and get back to work. With a focus on the hands-on details, the Microsoft Certified Masters author team provides practical insight and invaluable guidance on every aspect of Exchange Server 2016, from mastering the basics to leveraging new features. Microsoft Exchange allows access to e-mail, voicemail, and calendars at any time, from almost any device. The 2016 release is designed specifically to appeal to enterprises; if you've been tasked with the implementation, this guide has the information you need. Get up to speed with the latest changes and features Understand server configurations, requirements, installation, and migration Manage mailboxes, groups, connectivity, and the client access server Troubleshoot common issues efficiently and effectively Exchange Server 2016 shifts even more control to the user, freeing administrators to perform more critical tasks. Beefed-up architecture and more centralized functions have eased configuration and upgrades, and a robust cloud implementation is expected to draw enterprises sooner rather than later. Systems administrators need to become familiar with the latest changes, and *Mastering Microsoft Exchange Server 2016* is the ultimate reference and tutorial.

The conferences on 'Applications for Computers and Operations Research in the Minerals Industry' (APCOM) initially focused on the optimization of geostatistics and resource estimation. Several standard methods used in these fields were presented in the early days of APCOM. While geostatistics remains an important part, information technology has emerged, and nowadays APCOM not only focuses on geostatistics and resource estimation, but has broadened its horizon to Information and Communication Technology (ICT) in the mineral industry. *Mining Goes Digital* is a collection of 90 high quality, peer reviewed papers covering recent ICT-related developments in: - Geostatistics and Resource Estimation - Mine Planning - Scheduling and Dispatch - Mine Safety and Mine Operation - Internet of Things, Robotics - Emerging Technologies - Synergies from other industries - General aspects of Digital

Transformation in Mining Mining Goes Digital will be of interest to professionals and academics involved or interested in the above-mentioned areas.

The bestselling guide to Exchange Server, fully updated for the newest version Microsoft Exchange Server 2013 is touted as a solution for lowering the total cost of ownership, whether deployed on-premise or in the cloud. Like the earlier editions, this comprehensive guide covers every aspect of installing, configuring, and managing this multifaceted collaboration system. It offers Windows systems administrators and consultants a complete tutorial and reference, ideal for anyone installing Exchange Server for the first time or those migrating from an earlier Exchange Server version. Microsoft Exchange Server 2013 is a messaging system that allows for access to e-mail, voicemail, and calendars from a variety of devices and any location, making it ideal for the enterprise. With more than 21,000 copies of earlier editions sold, this comprehensive guide offers systems administrators and consultants both a tutorial and a reference guide for installing and managing Exchange Server 2013. A team of Microsoft Certified Masters walks you step by step through planning and design, installation, administration and management, maintenance, and more. Mastering Microsoft Exchange Server 2013 is the complete reference for planning, installing, and maintaining the most popular e-mail server product available.

Pass the ITIL Foundation examination by learning the basics of ITIL and working through real-life examples. This book breaks the course down for studying in 7 days with 3 hours a day, which means at the end of a week you are ready to pass the exam. You'll also see tips and an array of sample questions, as well as FAQs on ITIL. All this will prepare you for the examination and give you the knowledge required to pass with flying colors. After using *Become ITIL Foundation Certified in 7 Days* and earning the ITIL Foundation certification, you'll be well placed to get the career you always wanted. **What You Will Learn** Gain ITIL basics – the entire syllabus designed for the ITIL Foundation certification. Obtain a deep-rooted understanding of ITIL topics and not textbook knowledge. Prepare for the ITIL Foundation examination. Sort out career-related queries and decide whether ITIL will aid your career. **Who This Book Is For** IT professionals from the IT services industry are the primary audience.

VeriSM: Unwrapped and Applied, the second volume within the VeriSM series, extends the information in the first volume *VeriSM: A Service Management Approach for the Digital Age*. It shows how VeriSM applies to the digitally transforming organization. This includes information around what digital transformation is, approaches to digital transformation and its implications for the entire organization, especially the people. The book explains how to use the VeriSM model, describing the steps to develop, maintain and use the Management Mesh to deliver a new or changed product or service. Within this content, a case study is used to illustrate how to apply the model for each stage and to show the expected outcomes. Implications for the entire organization are stressed throughout the entire volume, reinforcing the concepts of enterprise strategy tying together the organizational capabilities to produce consumer-focused products and services. The second part of the book also includes a wealth of case studies, stories and interviews from organizations and individuals who have a digital transformation journey to share. VeriSM early adopters from around the world provide more information about how they are applying the guidance.

Health Informatics (HI) focuses on the application of Information Technology (IT) to the

field of medicine to improve individual and population healthcare delivery, education and research. This extensively updated fifth edition reflects the current knowledge in Health Informatics and provides learning objectives, key points, case studies and references.

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. By this book is a separate file (free, via internet) available: • All images in the book, in Powerpoint format. Click on the button Training Material by the book on our website.

'This is the Digital Practitioner Foundation Study Guide for the DPBoK Part 1 Examination. It gives an overview of every learning objective included in the Digital Practitioner Foundation syllabus, and provides in-depth coverage on preparing and taking the DPBoK Part 1 Examination. It is specifically designed to help individuals prepare for certification. This Study Guide is excellent material for: - Senior digital business professionals who need an increased awareness of digital practices - Mid-career IT professionals who need to stay relevant and validate their digital Subject Matter Expert (SME) status in specific domain areas - Entry-level computing and digital business professionals - College-level students and computing and digital business majors It covers the following topics: - An introduction to DPBoK Foundation certification, including the DPBoK Part 1 Examination - Key terminology, key concepts, and the structure of the Body of Knowledge - Basic concepts employed by the Digital Practitioner - The capabilities of digital infrastructure and initial concerns for its effective, efficient, and secure operation - The objectives and activities of application development - Why product management is formalized as a company or team grows, and the differences between product and project management - The key concerns and practices of work management as a team increases in size - The basic concepts and practices of operations management in a digital/IT context - How to coordinate as the organization grows into multiple teams and multiple products - IT investment and portfolio management - Organizational structure, human resources, and cultural factors - Governance, risk, security, and compliance - Information and data management on a large scale - Practices and methods for managing complexity using Enterprise Architecture

ITIL is a widely adopted body of knowledge and best practices for successful IT Service Management that links with training and certification. ITIL 4 has evolved from the current version by re-shaping much of the established ITSM practices in the wider context of customer experience; value streams and digital transformation; as well as embracing new ways of working, such as Lean, Agile, and DevOps. ITIL 4 provides the

guidance organizations need to address new service management challenges and utilize the potential of modern technology. It is designed to ensure a flexible, coordinated and integrated system for the effective governance and management of IT-enabled services. "ITIL Foundation" is the first ITIL 4 publication and the latest evolution of the most widely-adopted guidance for ITSM. Its audience ranges from IT and business students taking their first steps in service management to seasoned professionals familiar with earlier versions of ITIL and other sources of industry best practice. The guidance provided in this publication can be adopted and adapted for all types of organizations and services. To show how the concepts of ITIL can be practically applied to an organization's activities, ITIL Foundation follows the exploits of a fictional company on its ITIL journey.

"This Study Guide is a clear and concise guide to the complete ITIL V3 Foundation Course and Exam. It contains : -clear text that fully aligns with Exam specifications -official sample exam -official diagrams -a complete and thorough explanation of all key concepts -official glossary of terms -clear process descriptions vital for implementing ITIL in the workplace. This book is a vital aide for those looking to successfully pass the ITIL V3 Foundation Exam - and for those wishing to omlplement that training in the marketplace."--Editor.

Everything you need to prepare for the ITIL exam – Accredited to 2011 syllabus The ITIL (Information Technology Infrastructure Library) exam is the ultimate certification for IT service management. This essential resource is a complete guide to preparing for the ITIL Foundation exam and includes everything you need for success. Organized around the ITIL Foundation (2011) syllabus, the study guide addresses the ITIL Service Lifecycles, the ITIL processes, roles, and functions, and also thoroughly explains how the Service Lifecycle provides effective and efficient IT services. Offers an introduction to IT service management and ITIL V3 service strategy Highlights the topics of service design and development and the service management processes Reviews the building, testing, authorizing, documenting, and implementation of new and changed services into operation Addresses creating and maintaining value for customers through monitoring and improving services, processes, and technology Download valuable study tools including practice exams, flashcards, a glossary of key terms and more. If you prefer self-study over the more expensive training course, but you don't want to skimp on information or preparation, then this study guide is for you.

CCNA Data Center DCICT 640-916 Official Cert Guide CCNA Data Center DCICT 640-916 Official Cert Guide from Cisco Press enables you to succeed on the exam the first time and is the only self-study resource approved by Cisco. A team of leading Cisco data center experts shares preparation hints and test-taking tips, helping you identify areas of weakness and improve both your conceptual knowledge and hands-on skills. This complete, official study package includes --A test-preparation routine proven to help you pass the exam --"Do I Know This Already?" quizzes, which enable you to decide how much time you need to spend on each section --Part-ending exercises, which help you drill on key concepts you must know thoroughly --The powerful Pearson IT Certification Practice Test software, complete with hundreds of well-reviewed, exam-realistic questions, customization options, and detailed performance reports --Study plan suggestions and templates to help you organize and optimize your study time --A final preparation chapter that guides you through tools and resources to help you craft

your review and test-taking strategies Well regarded for its level of detail, study plans, assessment features, and challenging review questions and exercises, this official study guide helps you master the concepts and techniques that ensure your exam success. The official study guide helps you master topics on the CCNA Data Center DCICT 640-916 exam, including --Cisco data center concepts: architectures, devices, layers, modular design, vPC, FabricPath, Cisco Nexus switches, and more --Data center unified fabric: FCoE, multihop, VIFs, FEX, and setup --Storage networking: concepts, targets, verification, connectivity, zoning, setup, and configuration --Data center virtualization: servers, devices, and Nexus 1000V, including setup and operations --Cisco Unified Computing: concepts, discovery, connectivity, setup, and UCSM --Data center network services: ACE load balancing, virtual context, HA, management, global/local solutions, and WAAS The CD-ROM contains more than 450 practice questions for the exam, memory table exercises and answer keys, and a study planner tool. Includes Exclusive Offer for 70% Off Premium Edition eBook and Practice Test Pearson IT Certification Practice Test minimum system requirements: Windows XP (SP3), Windows Vista (SP2), Windows 7, or Windows 8; Microsoft .NET Framework 4.0 Client; Pentium class 1GHz processor (or equivalent); 512 MB RAM; 650 MB disk space plus 50 MB for each downloaded practice exam; access to the Internet to register and download exam databases

ITIL® is a framework for IT service management and provides best management practice to meet ISO/IEC 20k. The guide introduces ITIL to Foundation Examination candidates and offers a practical understanding of IT service management. This new edition is compatible with the 2011 update to ITIL®. It includes the following additional processes: business relationship management; design coordination; strategy management for IT services; transition planning and support. An ITIL® licensed product.

This book presents the latest syllabus content and expert examination guidance, making it the definitive study aid for the IT service management intermediate examinations. Containing practical advice for candidates on how to prepare for and answer examination questions on the service lifecycle and service capability streams, the book also covers the syllabus topics which are common across most of the modules. Chapters are organised with references to the core publications, and self-assessment questions help students prioritise those topics they need to revise. The book contains sample exam questions, advice on how to dissect questions and scenarios, and exam answers that are thoroughly explained to aid the learning process. In all enterprises around the world, the issues, opportunities and challenges of aligning IT more closely with the organization and effectively governing an organizations IT investments, resources, major initiatives and superior uninterrupted service is becoming a major concern of the Board and executive management. An integrated and comprehensive approach to the alignment, planning, execution and governance of IT and its resources has become critical to more effectively align, integrate, invest, measure, deploy, service and sustain the strategic and tactical direction and value proposition of IT in support of organizations. Much has been written and documented about the individual components of IT Governance such as strategic planning, demand management, program and project management, IT service management, strategic sourcing and outsourcing, performance management, metrics, compliance and others.

Much less has been written about a comprehensive and integrated approach Management, Computers, Computer networks, Information exchange, Data processing, IT and Information Management: IT Service Management

Everything you need to prepare for the ITIL exam The ITIL (Information Technology Infrastructure Library) exam is the ultimate certification for IT service management. This essential resource is a complete guide to preparing for the ITIL Foundation exam and includes everything you need for success.

Totally updated for 2011, here's the ultimate study guide for the CISSP exam Considered the most desired certification for IT security professionals, the Certified Information Systems Security Professional designation is also a career-booster. This comprehensive study guide covers every aspect of the 2011 exam and the latest revision of the CISSP body of knowledge. It offers advice on how to pass each section of the exam and features expanded coverage of biometrics, auditing and accountability, software security testing, and other key topics.

Included is a CD with two full-length, 250-question sample exams to test your progress. CISSP certification identifies the ultimate IT security professional; this complete study guide is fully updated to cover all the objectives of the 2011 CISSP exam Provides in-depth knowledge of access control, application development security, business continuity and disaster recovery planning, cryptography, Information Security governance and risk management, operations security, physical (environmental) security, security architecture and design, and telecommunications and network security Also covers legal and regulatory investigation and compliance Includes two practice exams and challenging review questions on the CD Professionals seeking the CISSP certification will boost their chances of success with CISSP: Certified Information Systems Security Professional Study Guide, 5th Edition.

The expert-led, full-coverage supporting guide for all four ITIL exams ITIL Intermediate Certification Companion Study Guide is your ultimate support system for the Intermediate ITIL Service Capability exams. Written by Service Management and ITIL framework experts, this book gives you everything you need to pass, including full coverage of all objectives for all four exams. Clear, concise explanations walk you through the process areas, concepts, and terms you need to know, and real-life examples show you how they are applied by professionals in the field every day. Although this guide is designed for exam preparation, it doesn't stop there — you also get expert insight on major topics in the field. The discussion includes operational support and analysis; planning, protection and optimization; release, control and validation; and service offerings and agreements that you'll need to know for the job. ITIL is the most widely-adopted IT Service Management qualification in the world, providing a practical, no-nonsense framework for identifying, planning, delivering, and supporting IT services to businesses. This book is your ideal companion for exam preparation, with comprehensive coverage and detailed information. Learn service strategy principles, organization, and implementation Master the central technologies

used in IT Service Management Be aware of inherent challenges, risks, and critical success factors Internalize the material covered on all four ITIL exams The ITIL qualification is recognized around the globe, and is seen as the de facto certification for those seeking IT Service Management positions. Passing these exams requires thorough preparation and rigorous self-study, but the reward is a qualification that can follow you anywhere. ITIL Intermediate Certification Companion Study Guide for the ITIL Service Capability Exams leads you from Foundation to Master, giving you everything you need for exam success. This guide provides a quick reference to the processes covered by the ITIL V3 PPO syllabus. It is designed as a study aid for students taking the ITIL Capability qualification for PPO, and as a handy portable reference source for practitioners who work with these processes.

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 title is a Study Guide for TOGAF® 9 Foundation. It gives an overview of every learning objective for the TOGAF 9 Foundation Syllabus and in-depth coverage on preparing and taking the TOGAF 9 Part 1 Examination. It is specifically designed to help individuals prepare for certification. This Study Guide is excellent material for:- Individuals who require a basic understanding of TOGAF 9;- Professionals who are working in roles associated with an architecture project such as those responsible for planning, execution, development, delivery, and operation; - Architects who are looking for a first introduction to TOGAF 9;- Architects who want to achieve Level 2 certification in a stepwise manner and have not previously qualified as TOGAF 8 Certified. A prior knowledge of enterprise architecture is advantageous but not required. While reading this Study Guide, the reader should also refer to the TOGAF Version 9.1 documentation (manual), available as hard copy and eBook, from www.vanharen.net and online booksellers, and also available online at www.opengroup.org.

If it's essential to project management... it's in here! The first edition of The Project Management Answer Book addressed all the key principles of project management that every project manager needs to know. With a new chapter on scrum agile, updates throughout, and many new PMP® test tips, this new edition builds on that solid foundation. The structure of this update maps closely to the PMBOK® Guide, Fifth Edition, and is designed to assist anyone studying for the PMP® and other certification exams. Helpful sections cover: • Networking and social media tips for PMs, including the best professional organizations, virtual groups, and podcast resources • The formulas PMs need to know, plus a template to help certification candidates prepare and self-test for their exams • Quick study sheet for the processes covered on the PMP® exam • Key changes in PMBOK® Guide, Fifth Edition, for readers familiar with earlier versions who want "the skinny" on the new version. PMs at every level will find real gold in the information nuggets provided in this new edition. Those new to project

management will find the comprehensive coverage and the depth of the answers especially valuable, and will like the easy-to-read style and Q&A format. For experienced managers looking for new tools and skills to help them pass their PMP® or other certification exams, this is a must-have resource.

ITIL Practitioner Guidance is the essential reference text which accompanies the ITIL Practitioner qualification. Fully integrated with the ITIL Practitioner syllabus, this publication is also a practical guide that helps IT service management (ITSM) professionals turn ITIL theory into practice through case studies, worksheets, templates and scenarios. The book assumes knowledge of ITIL and ITSM up to ITIL Foundation level, and begins with a discussion of the guiding principles of ITSM. It goes on to explain how these guiding principles are essential for ITSM and how they relate to philosophies, frameworks and methodologies such as DevOps, Lean, Agile etc. The publication shows how following the CSI (continual service improvement) approach, and how the core skills of organizational change management, communication, metrics and measurement, can underpin successful ITSM improvement initiatives.

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