



Itil® Foundation Complete Certification Kit - Study Book and eLearning Program - 4th edition

Ivanka Menken

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As the industry standard in terms of Process, Service and Lifecycle Management for IT, the ITIL® Foundation exam is the most popular entry-level certification, particularly for individuals switching from another career to IT. This kit prepares you for the certification exam by offering valuable information on the ITIL® framework, ITIL® certification and IT Service Management as a practice. This certification kit contains both the study guide and access to our online program that together provides everything you need to prepare for the ITIL® Foundation certification exam, including:

- Real-world scenarios that describe what you've learned in the context of service solutions. These include thought provoking questions to challenge your thinking and understanding.
- Section reviews for each chapter to help you zero in on what you need to know and includes practice exam questions.

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