



ITIL® Foundation Exam Preparation Guide

Certificate: None

Course ID: ITIL9054

Duration: 2 hours

Language: English

Delivery: Online self-paced eLearning

Credits: None in the ITIL® scheme

Course Description:

The Foundation Exam Preparation Guide contains a summary of the ITIL® concepts and processes and provides the learner with the tools to prepare to write the ITIL® Foundation exam. This exam preparation guide offers you a content refresher tool, an overview of the exam with strategies to successfully approach this exam, a printable Quick Reference Card and First Aid Kit, and a 1-hour simulated exam.

The ITIL best practice is composed of five core disciplines:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

These disciplines represent a Service Lifecycle framework that enhances alignment with the business while demonstrating business value, improving ROI, and enabling IT to solve specific operational needs.

Audience:

Anyone planning to take the ITIL® Foundation Exam.

Learning Objectives:

At the end of this course, learners will be able to:

- Become acquainted with the questions of the Foundation Certification Exam.
- Understand how to answer the certification questions.
- Evaluate your existing knowledge level and training the gaps that exist.

Course Organizational Logistics:

Pentium IV, Internet Explorer 6.x, Cookies enabled, JavaScript enabled, Macromedia Flash Player 8.0 and above, speakers or a headset, minimum 1024 x 768 pixel resolution, broadband Internet connection

Prerequisites:

None

Course Student Material:

Learners will be able to print various components of this course, along with a Quick Reference Card and a First Aid Kit.

There are no direct reference materials required for this course; however the student does have a choice of supplementing this course with reference materials available on the market. The list shown below is not intended as a direct endorsement by ITpreneurs, but is intended as a reference list for students in consideration for supplemental material, The ITIL® Core Reference Material includes:

- Service Strategy ISBN: 9780113313044
- Service Design ISBN: 9780113313051
- Service Transition ISBN: 9780113313068
- Service Operation ISBN: 9780113313075
- Continual Service Improvement ISBN: 9780113313082
- Lifecycle Publication Suite ISBN: 9780113313235

Some of these books are also available as electronic .pdf and online subscription versions.

About the Examination:

- There is no exam associated with the Foundation Exam Preparation Guide product on its own
- However, access to the Foundation Exam can be ordered with the Foundation Exam Preparation Guide product.

Credits:

- None in the ITIL scheme for the Foundation Exam Preparation Guide completion itself
- If the Foundation Exam option is selected with the Foundation Exam Preparation Guide, upon successful passing of the ITIL Foundation exam, the student will be recognized with 2 credits in the ITIL qualification scheme.

Course Contents:

- ITIL® Summary Notes
- Exam Facts and Question Structure
- Successful Exam Strategies
- Mock Exam

Ordering Information:

- Description: ITIL Foundation Exam Prep Guide
- Code: ITIL9054

Optimal Connections Accreditation Status



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