



PASSING YOUR ITIL® INTERMEDIATE EXAMS

Introduction

This book, from the owners of ITIL, 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 capability streams, the book also covers the syllabus topics which are common across most modules.

Chapters are organized with references to the core publications, and self-assessment questions will help you to prioritize those topics that you need to revise.

The book contains sample exam questions, advice on how to dissect questions and scenarios, the exam answers that are thoroughly explained to aid the learning process.

This study aid is ideal for anyone looking to further ITIL education in obtaining any of the ITIL v3 intermediate certificates.

This book has 312 pages.