



ITIL Foundation All-in-One Exam Guide

By Jim Davies

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Written by an Information Technology Infrastructure Library (ITIL) consulting and training expert, this all-new guide helps you pass the ITIL v3 Foundation certification exam and serves as an on-the-job reference.

ITIL Foundation All-in-One Exam Guide takes you through ITIL Foundation v3 (2011), explaining the fundamentals of IT Service Management, the five stages of the service lifecycle, ITIL processes, functions within them, and their crucial interactions, all while clearing up common misapprehensions about ITIL and adding valuable insights and examples. The ITIL is the best practice framework adopted worldwide for managing IT services, and the ITIL Foundation Certification can be considered a pre-requisite for success for all involved in IT services, as well as a stepping stone to IT Service Management certifications in ITIL.

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- In-depth case studies analyze projects end-to-end through ITIL's framework, taken from the author's 40 years of experience as an ITIL consultant
- Jim Davies, ITSM UK's 2013 Trainer of the Year and ITIL Champion provides his “10 Commandments” of IT Service Management

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Editorial Review

About the Author

Jim Davies is an ITIL Expert, ISO/IEC 20000 Consultant, the Director of ServiceSense LTD, and a member of the British Computer Society, itSMF UK, and the Institute of Management (UK). As an ITIL-certified trainer with more than 40 years of experience, he has helped over 1,200 candidates attain their ITIL Foundation certification, with a 98% pass rate. Davies served as an IT-specialist logistics officer in the Royal Air Force for more than 27 years.

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