



# ITIL Intermediate Certification Companion Study Guide: Intermediate ITIL Service Lifecycle Exams

By Helen Morris, Liz Gallacher

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## ITIL Intermediate Certification Companion Study Guide: Intermediate ITIL Service Lifecycle Exams By Helen Morris, Liz Gallacher

**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.

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- Sales Rank: #306823 in eBooks
- Published on: 2016-03-15
- Released on: 2016-03-15
- Format: Kindle eBook

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### **Editorial Review**

From the Back Cover

Covers 100% of exam objectives, including Service Strategy, Service Design, Service Transition, Service Operation, Continual Service Improvement, and much more.... Includes online interactive learning environment with

+ **More than 90 electronic flashcards**

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### **Your Comprehensive Companion Guide for the Intermediate ITIL® Service Lifecycle Exams**

The *ITIL Intermediate Certification Companion Study Guide* provides 100% coverage of all five ITIL v3 Service Lifecycle exams, based on the 2011 syllabus: Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement. Understand each area of the syllabus through detailed instruction on all concepts and process areas. Specific syllabus elements are illustrated with real-life examples, and critical terms are highlighted to emphasize their importance on the exams. Clear, concise language helps you fully grasp the fundamentals, and linking concept to practice helps you understand the importance of what you're learning in real IT service scenarios.

**Coverage of 100% of all Intermediate Lifecycle exam objectives in this Study Guide means you'll be ready to take each of the five exams. For each lifecycle stage, you will understand**

- Principles and Processes
- Governance Requirements
- Organizational Requirements
- Technology Considerations
- Implementation Considerations
- Critical Success Factors, Challenges, and Risks

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The ITIL® qualification scheme provides a modular approach to the ITIL framework, and is comprised of a series of qualifications focused on different aspects of ITIL best practice to various degrees of depth and detail. The tiered structure of the qualification offers candidates flexibility relating to the different disciplines and areas of ITIL and the ability to focus their studies on key areas of interest. There are five certification levels within the scheme:

- Foundation
- Practitioner
- Intermediate
- Expert
- Master

#### About the Author

**Helen Morris** has more than 20 years of experience in Service Management and is an experienced trainer, consultant, and service delivery manager. Helen leads programs to achieve significant improvements in customer satisfaction, quality of service, reduced costs, and better control. **Liz Gallacher** holds ITIL Expert certification, having achieved distinction (top six percent) in the ITIL Manager certificate in 2002. Liz is an ITIL veteran, and employs most aspects of the framework in implementing various improvement programs.

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