Core Study Material for ITIL® Qualifications

RECOMMENDED READING

ITIL Service Strategy Publication

ITIL Service Strategy

21 hours of personal study is

ITIL Service Design Publication

21 Hours of personal study is

ITIL Service Transition

21 hours of personal study is

ITIL Service Operation

21 hours of personal study is

ITIL Continual Service

ITIL Service Transition Publication

ITIL Service Operation Publication

ITIL Service Design

recommended.

recommended.

recommended.

recommended.

Improvement

recommended.

ITIL Continual Service

Improvement Publication

21 hours of personal study is

ITIL Master RECOMMENDED READING ITIL Expert OSA Primarily ITIL Service Operation and Continual Service Improvement 12 hours of personal study from SO and CSI is recommended. **Managing Across the Lifecycle PPO Primarily ITIL Service Design** 12 hours of personal study from SD is recommended. SS SD ST SO CSI PPO **RCV** SOA **OSA RCV Primarily ITIL Service Transition** and ITIL Service Operation 12 hours of personal study from ST Lifecycle modules **Capability modules** and SO is recommended. **SOA Primarily ITIL Service Strategy and Service Design** 12 hours of personal study from SS and SD is recommended. ITIL Foundation in IT service management **RECOMMENDED READING** Reference all 5 ITIL Lifecycle Publications 20+ hours of personal study is recommended.

For further information or to purchase these publications please visit www.itil-officialsite.com