



# Exam Tips and Tricks

*ITILv3 Foundations*

<http://www.JasonDion.com>

## Tips and Tricks

- There are no trick questions, but questions are ***precisely worded***
- Read the questions multiple times to ensure you understand what you are being asked
- Be cautious of the words **Always** and **Never** in an answer



## Tips and Tricks

- Look for distractors or red herrings, there is usually at least one in the answer choices
- If you see a question with **bold**, *italics*, or UPPERCASE, pay close attention to those words
- If a question asks about a process, make sure you don't answer with a function or service



## Tips and Tricks

- Answers the questions based on your ITIL knowledge and studies, not your personal workplace experience
  - Your workplace may not be implementing ITIL in their IT Service Management operations...
- Choose the BEST answer...
  - Questions may have several “right” answers, but one is MOST right...
  - Look for the answer that is correct in the most situations!



## Tips and Tricks

- You don't need to memorize the definitions word for word, but you must recognize right one
- Know generic process model and process characteristics
- Be able to differentiate between service, process, and function



## Tips and Tricks

- If you get asked about service owner or process owner, verify your answer matches the question asked

*If questions asks about a process, think twice before selecting an ANSWER with SERVICE in it!*

