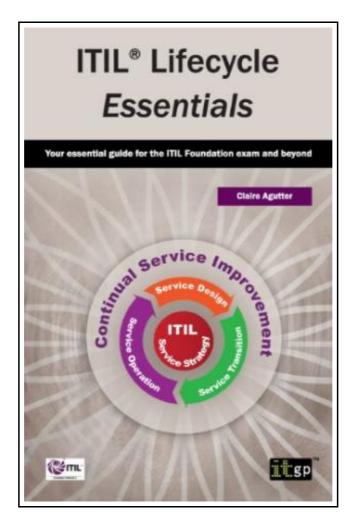
# ITIL Lifecycle Essentials: Your Essential Guide for the ITIL Foundation Exam and Beyond



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## ITIL LIFECYCLE ESSENTIALS: YOUR ESSENTIAL GUIDE FOR THE ITIL FOUNDATION EXAM AND BEYOND



IT Governance Publishing, United Kingdom, 2013. Paperback. Book Condition: New. 214 x 138 mm. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*. Taking you through the ITIL Foundation exam and beyond. ITIL is the best practice methodology for IT Service Management, developed by the UK government and globally adopted in both the public and private sectors. ITIL Lifecycle Essentials covers all of the vital material required for the entry-level ITIL Foundation Certificate, which gives candidates a comprehensive overview of the key elements, concepts and terminology used in the ITIL service lifecycle. The essential link between your ITIL qualification and the real-world. More than just a guide to help you pass an exam, this book also provides practical guidance for when newly qualified practitioners enter the real-world. By addressing processes and concepts not covered in the syllabus, this book guides practitioners as they go beyond Foundation level. It features practical tips on using service management, and for each process the author adds to the theory with lessons from her own real-world experience. ITIL Lifecycle Essentials is ideal for self-study candidates, training delegates and V2 Foundation Certificate holders who have not yet taken the upgraded exam. Project managers looking to broaden their qualifications will find it a helpful companion to their studies and a practical aid for their professional development. Contractors or consultants with limited study time will also find this book essential to their part-time education. A perfect companion before, during and after your ITIL education. Claire Agutter has held a number of operational, consulting and implementation roles, giving her real-world, practical experience of ITIL. Since 2007 she has been an ITIL principal lecturer and has been involved in exam panels for ITIL V2 and V3. She has also provided online ITIL training to hundreds of successful Foundation delegates.

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