Pacing Guide (Accelerated): Business of IT - Applications C846

Day	Topics	Summary of Resources and Activities
1	Preparing for Success Pre-Assessment	1. ITIL Foundation Exam Study Guide 1st Edition - Content by Liz Gallacher and Helen Morris. (2012)ISBN: 978-1119942757
	Pre-Assessment	1. uCertify Pre-Assessment, 40 questions
2	Service management as a Practice	1. Read Chapter 1 2. Complete Chapter 1 Exercises
3	Understanding Service Strategy	1. Read Chapter 2 2. Complete Chapter 2 Exercises
4	Service Strategy Processes	1. Read Chapter 3 2. Complete Chapter 3 Exercises
5	Understanding Service Design	1. Read Chapter 4 2. Complete Chapter 4 Exercises
6	Service Level Management Aligning IT with Business Requirements	1. Read Chapter 5 2. Complete Chapter 5 Exercises
7	The Other Service Design Processes	1. Read Chapter 6 2. Complete Chapter 6 Exercises
8	Service Design Roles	1. Read Chapter 7 2. Complete Chapter 7 Exercises
9	Understanding Service Transition and the Change Management Processes	1. Read Chapter 8 2. Complete Chapter 8 Exercises
10	Service Transition Processes	1. Read Chapter 9 2. Complete Chapter 9 Exercises
11	Delivering the Service: The Service Operation Lifecycle Stage	1. Read Chapter 10 2. Complete Chapter 10 Exercises
12	The Major Service Operation Processes	1. Read Chapter 11 2. Complete Chapter 11 Exercises
13	The Other Service Operation Processes	1. Read Chapter 12 2. Complete Chapter 12 Exercises
14	Understanding Continual Service Improvement	1. Read Chapter 13 2. Complete Chapter 13 Exercises
15	Review	1. Practice Test A, B, and C (LEARN mode)
16	Review	1. Practice Test D, E, and F (LEARN mode)
17	Review	1. Practice Test G, H, and I (LEARN mode)
18-20	Final Steps	1. Post Assessment (TEST mode) - timed - target score of 75% 2. Final Content Review: Read each chapter summary and review the 40 review questions per chapter (chapter exercises) 3. Schedule and Complete ITIL Certification Exam