



■ OVERVIEW:

- **Introduce:** a holistic approach to service management and focus on end-to-end service management from demand to value.
- **Describes:** an operating model for the delivery of tech-enabled products and services.
- **Reflects:** recent trends in software development and IT operations.
- **Includes:** advice on how to apply philosophies such as DevOps, Agile, Lean within service management.
- **ITIL 4 Components:**
 - Four dimensions model
 - Service value system (SVS)
- **Management Practices:**
 - General management practices
 - Service management practices
 - Technical management practices
- **ITIL Service Value System (SVS):** Describes how components and activities of organization interact to create value through IT-service

--//40 questions are on the exam. 40 questions are covered in this study guide. All information on this study guide has been pulled from WGU's official live cohorts. Good luck! //--

Itil Foundations Study Guide

Ivanka Menken, Gerard Blokdijk



Itil Foundations Study Guide:

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ITIL Foundation All-in-One Exam Guide Jim Davies,2016-08-05 Written by an Information Technology Infrastructure Library ITIL consulting and training expert this all new guide helps you pass the ITIL v3 Foundation certification exam and serves as an on the job reference ITIL Foundation All in One Exam Guide takes you through ITIL Foundation v3 2011 explaining the fundamentals of IT Service Management the five stages of the service lifecycle ITIL processes functions within them and their crucial interactions all while clearing up common misapprehensions about ITIL and adding valuable insights and examples The ITIL is the best practice framework adopted worldwide for managing IT services and the ITIL Foundation Certification can be considered a pre requisite for success for all involved in IT services as well as a stepping stone to IT Service Management certifications in ITIL Exam Tips accelerated reviews and end of chapter practice exam questions ensure you're on track to pass the Foundation exam Filled with practical exercises and examples that reinforce learning the book and electronic content include more than 300 practice exam questions and exclusive real world examples of how an understanding of ITIL can be used to address common service management challenges ITIL Licensed Product an official endorsement of the quality and accuracy of the book's content Electronic content includes practice exams in a customizable test engine video training from the author on key concepts worksheets and a Quick Review Guide In depth case studies analyze projects end to end through ITIL's framework taken from the author's 40 years of experience as an ITIL consultant Jim Davies ITSM UK's 2013 Trainer of the Year and ITIL Champion provides his 10 Commandments of IT Service Management

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