

Introduction

- Welcome to ITIL 4 Foundation
 - The purpose of the *ITIL 4 Foundation* publication is to introduce readers to the management of the modern IT-enabled services, provide them with an understanding of the common language and key concepts and show them how they can improve their work and the work of their organization with ITIL 4 guidance
- The Need for Service Management
 - Technology is advancing faster today than ever before. Developments such as cloud computing, infrastructure as a service, machine learning, and blockchain, have opened fresh opportunities for value creation, and led to IT becoming an important business driver and source of competitive advantage.
 - Every organization is a service organization
 - Almost all services today are IT enabled
 - Service management is defined as a set of specialized organizational capabilities for enabling value to customers in the form of services.
- About the Exam
 - 60 minutes
 - Candidates taking the exam in a language that is not in their native or working language may be awarded 25% extra time, i.e. 75 minutes in total
 - 40 questions, each question is worth 1 mark
 - 'standard'
 - 'missing word'
 - 'list' (2 correct items)
 - Very rarely, 'negative' ("what is NOT...")
 - Pass mark: 65% or higher (26 marks or above)
 - Bloom's levels 1 and 2
 - 9 questions at Bloom's Level 1 (Recall) = 22.5%
 - 31 questions at Bloom's Level 2 (Understand, Describe, Explain) = 77.5%
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Itil 2015 Foundation Study Guide

Claire Agutter



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Table of Contents Itil 2015 Foundation Study Guide

1. Understanding the eBook Itil 2015 Foundation Study Guide
 - The Rise of Digital Reading Itil 2015 Foundation Study Guide
 - Advantages of eBooks Over Traditional Books
2. Identifying Itil 2015 Foundation Study Guide
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Itil 2015 Foundation Study Guide
 - User-Friendly Interface
4. Exploring eBook Recommendations from Itil 2015 Foundation Study Guide
 - Personalized Recommendations
 - Itil 2015 Foundation Study Guide User Reviews and Ratings

- Itil 2015 Foundation Study Guide and Bestseller Lists
- 5. Accessing Itil 2015 Foundation Study Guide Free and Paid eBooks
 - Itil 2015 Foundation Study Guide Public Domain eBooks
 - Itil 2015 Foundation Study Guide eBook Subscription Services
 - Itil 2015 Foundation Study Guide Budget-Friendly Options
- 6. Navigating Itil 2015 Foundation Study Guide eBook Formats
 - ePub, PDF, MOBI, and More
 - Itil 2015 Foundation Study Guide Compatibility with Devices
 - Itil 2015 Foundation Study Guide Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Itil 2015 Foundation Study Guide
 - Highlighting and Note-Taking Itil 2015 Foundation Study Guide
 - Interactive Elements Itil 2015 Foundation Study Guide
- 8. Staying Engaged with Itil 2015 Foundation Study Guide
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Itil 2015 Foundation Study Guide
- 9. Balancing eBooks and Physical Books Itil 2015 Foundation Study Guide
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Itil 2015 Foundation Study Guide
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Itil 2015 Foundation Study Guide
 - Setting Reading Goals Itil 2015 Foundation Study Guide
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Itil 2015 Foundation Study Guide
 - Fact-Checking eBook Content of Itil 2015 Foundation Study Guide
 - Distinguishing Credible Sources

13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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