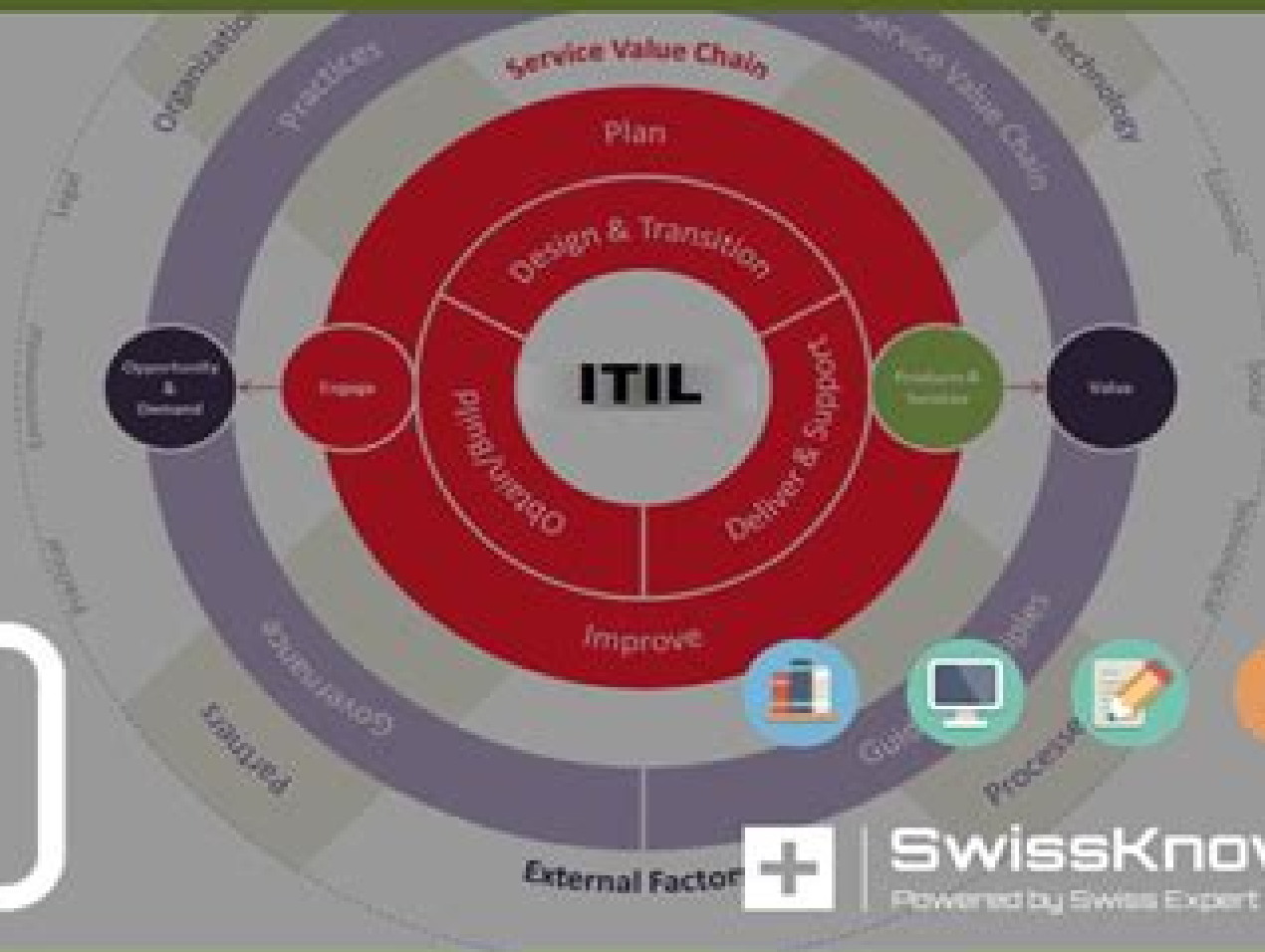# ITIL Intermediate
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book is an accredited course for ITIL r 2011 Intermediate Service Operation adapted for self study It is based on our proven live classroom course with the required content to understand the principles and processes of service operation and pass the associated exam The content is structured for easy review so that the reader can remember the key aspects and reach a clear understanding of all aspects for the delivery and support of IT services It also contains scenario based practices and sample exams with answers and rationale very similar to real exam that will help the reader to prepare for the certification

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