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The book fully covers the official syllabus of the ITIL Foundations exam, as it is set by the ITIL Certification Management Board. It contains the same chapters on Service Support, Service Delivery and Security Management as the official Introduction to ITIL, plus a case description with questions, and an additional chapter on exam preparation, making it even more useful as a study guide for the ITIL Foundation exam.

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Used by universities and company training programs around the world, "Foundations of IT Service Management – the ITIL Course in a Book" is the book to help you achieve your ITIL® Foundation certification. Presented in an easy-to-understand format, the concepts of ITIL and the processes are laid out in a logical sequence.

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IT Service Management Foundations

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ITIL defines IT service management as: "The implementation and management of quality IT services that meet the needs of the business. IT service management is performed by IT service providers through an appropriate mix of people, process and information technology."

What is IT service management? | ITIL | AXELOS

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Foundations of IT Service Management | Guide books

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