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Foreword

Since the late 1980s many IT professionals have participated in ITIL training and have gone on to sit the examinations. The challenge with exams is that many of us are out of practice in sitting them. What is needed is assistance in studying that covers the material completely but succinctly, and that makes the concepts memorable. This study guide provides the structure, key details and study tips to assist you in passing your ITIL exam. It puts context around key ITIL ideas and provides memory aids to help you recall key points.

You are taking the first step towards taking ITIL – training and obtaining the qualifications. Once the education and examination are complete you next step is to apply what you have learned to your work. When you do, I ask you to consider the mistakes other organizations have made so that you avoid repeating them. These include claiming to use ITIL, but forgetting to educate IT staff; not using ITIL to drive out metrics and measure performance; and not engendering adoption of common vision and terminology, putting service provision at risk.

I would be remiss if I didn't mention the current sea change in IT – the advent of cloud computing – especially as ITIL plays a key role in leveraging this new world of work for IT professionals. Cloud computing is another great leap forward in what IT makes possible, and with that possibility, IT becomes more sophisticated, and demands and expectations from customers wanting IT Service delivered faster, cheaper and with continuous availability reach new heights. To seize the opportunity of on and off premise cloud computing, organizations will need to bridge the globe, integrate many cultures and have standardized processes integrated with the virtualization technology. What it will take for this to happen is capable IT professionals with a shared code of good practice in mind to manage, organize, conduct processes, share knowledge and develop people along a path that makes the most of the opportunities with the cloud. Without such shared thinking and action, the opportunity will be lost for some organizations, a gain for competitors and newcomers who do rise to the challenge. It is therefore critical that you integrate ITIL with your technology, educate your organization on the benefits of ITIL, and instill a culture of Continuous Service Improvement so you can meet the challenges of the cloud and future strategies in IT.

It is important to remember that with cloud computing, as with any new technology, the people and process aspects of IT, those supported and enabled by ITIL, are vital to ensuring the new technology translates into better, faster and cheaper IT services. I wish you the best of luck in this, the first step in your journey to support, enable and leverage what has arrived and comes next in IT: the age of cloud computing.

Kathleen Wilson
August 8, 2011, Mississauga, Ontario, Canada

Acknowledgements

The goal of this publication is to provide a concise set of ITIL information at the Foundation level, and to provide the practical tips, examples and provoking questions that are necessary to help the reader grasp the critical ITIL concepts required to pass the ITIL Foundation certification examination.

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Preface

While the ITIL books contain all the content required to pass the Foundation examination, two things are missing for those who seek to study and pass the examination and apply what they have learned back on the job.

The first and most important for you, the examination-takers, is content presented in a way that helps make the terminology, principles, and models in the framework memorable. We have endeavored to provide that here, in the form of examples, key questions, checklists, stories, anecdotes, metaphors, mnemonics and so on – anything that helps you grasp the concepts vividly so they are at the ready in your mind when you sit the examination.

The second is content that helps you get started on applying what you have learned back on the job. It is likely that you are taking the exam to demonstrate your knowledge of the concepts, with the goal of transferring that knowledge into effective and efficient action back in your job. The pedagogical elements mentioned above are also intended to drive applicability home, to help you answer the question for yourself: "Okay, I get it. Now what? What is most important to do when I get back to my workplace? How can I make the most of what I have learned to make a difference for myself, for my team, for the organization overall, and for my suppliers, customers, and end users?" Thinking through how to apply the concepts learned back at your organizations sets the stage for later application and also can help make the concepts "stick" in your mind, useful when you sit the examination.

Any study aids that are used in addition to the source materials must make it easy to cross-reference the source materials to make it easy to traverse the materials and to ensure the learning of full coverage of content. Accordingly, we have aligned this little book to the ITIL Foundation syllabus and indexed its content against it, so that you can be sure of comprehensive coverage that is easily navigated between this book, ITIL books, and the syllabus.

We wish you luck in your examination preparation and success in the application of the concepts learned back on the job.

David Pultorak, Jon E Nelson, Vince Pultorak

August 8, 2011, Philadelphia, PA USA

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