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Tony Gannon, Nigel Mear

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The most authoritative guide to preparing for the ITIL® V3 Foundation certificate in IT Service Management. It includes an extensive range of practice questions complete with explanations and key learning points and will greatly assist anyone sitting or intending to sit the V3 ITIL Service Management Foundation Certificate. It provides a wealth of background knowledge and sample questions using different styles with detailed explanations that are intended to build on existing study or learning. This guide utilises the experience of three established independent service management consultants who are members of the ISEB examination panel and are experienced Service Management Lecturers.

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