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DESCRIPTION

The expert-led, full-coverage supporting guide for all four ITIL exams

ITIL Intermediate Certification Companion Study Guide is your ultimate support system for the Intermediate ITIL Service Capability exams. Written by Service Management and ITIL framework experts, this book gives you everything you need to pass, including full coverage of all objectives for all four exams. Clear, concise explanations walk you through the process areas, concepts, and terms you need to know, and real-life examples show you how they are applied by professionals in the field every day. Although this guide is designed for exam preparation, it doesn't stop there — you also get expert insight on major topics in the field. The discussion includes operational support and analysis; planning, protection and optimization; release, control and validation; and service offerings and agreements that you'll need to know for the job.

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**ABOUT THE AUTHOR**

**Helen Morris** leads programs to significantly improve customer satisfaction, quality of service, reduced costs, and better control. Over a Service Management career spanning more than two decades, she has accumulated a wealth of experience in managing service desks, technical support teams, and service level management. **Liz Gallacher** achieved distinction in the ITIL Manager certificate (top 6%) in 2002, and now holds ITIL Expert certification. Deeply experienced with the ITIL framework, she has implemented many improvement programs based on its principles and concepts.

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