

# **ITIL V3 FOUNDATION EXAM: THE STUDY GUIDE**

## **The ITIL Qualification Scheme**

### **Introduction**

- 2.1 Definition of Service Management
- 2.2 Service Management Technology
- 2.3 Overview of the Service Lifecycle
- 2.4 ITIL Library
- 2.5 Introduction to Functions and Processes
- 2.6 Sample Questions

### **3 Service Strategy**

- 3.1 Lifecycle Phase
- 3.2 Functions and Processes
- 3.3 Sample Questions

### **4 Service Design**

- 4.1 Lifecycle Phase
- 4.2 Functions and Processes
- 4.3 Sample Questions

### **5 Service Transition**

- 5.1 Lifecycle Phase
- 5.2 Functions and Processes
- 5.3 Sample Questions

### **6 Service Operation**

- 6.1 Lifecycle Phase
- 6.2 Functions and Processes
- 6.3 Sample Questions

### **7 Continual Service Improvement (CSI)**

- 7.1 Lifecycle Phase
- 7.2 Functions and Processes
- 7.3 Sample Questions

### **8 ITIL Foundation Exam**

- 8.2 Format
- 8.3 Exam Preparations
  - 8.3.1 Preparation for the Exam
  - 8.3.2 Preparation for the Day of the Exam
  - 8.3.3 Hints and Tips During the Exam
- 8.4 Sample Exam Questions

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