

Core Study Material for ITIL V3 Qualifications

RECOMMENDED READING

Service Strategy
Service Strategy Book
21 hours of personal study is recommended.

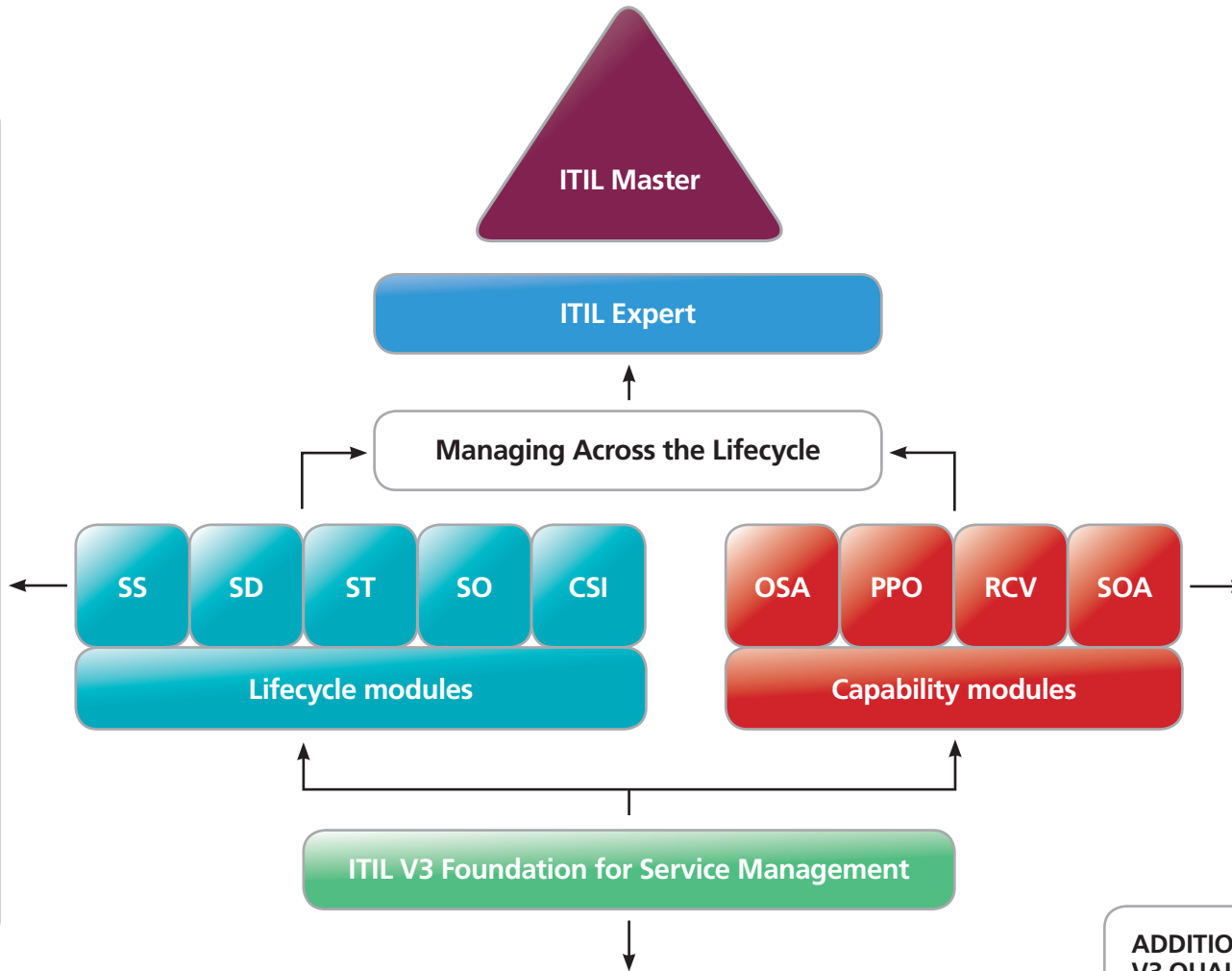
Service Design
Service Design Book
21 Hours of personal study is recommended.

Service Transition
Service Transition Book
21 hours of personal study is recommended.

Service Operation
Service Operation Book
21 hours of personal study is recommended.

Continual Service Improvement
Continual Service Improvement Book
21 hours of personal study is recommended.

Passing your ITIL Intermediate Exams covers all 5 Lifecycle Modules.



RECOMMENDED READING

OSA
Primarily Service Operation and Continual Service Improvement
21 hours of personal study from SO and CSI is recommended.

PPO
Primarily Service Design
12 hours of personal study from SD is recommended.

RCV
Primarily Service Transition and Service Operation
12 hours of personal study from ST and SO is recommended.

SOA
Primarily Service Strategy and Service Design
12 hours of personal study from SS and SD is recommended.

Passing your ITIL Intermediate Exams covers all 4 Capability Modules.

ADDITIONAL READING FOR ALL V3 QUALIFICATIONS

Introduction to the ITIL Service Lifecycle Book
Service Strategy Key Element Guide
Service Design Key Element Guide
Service Transition Key Element Guide
Service Operation Key Element Guide
Continual Service Improvement Key Element Guide

RECOMMENDED READING

Passing your ITIL Foundation Exam Book
ITIL Foundation Handbook
References all 5 books
28 hours of personal study is recommended.

For further information or to purchase these publications please visit www.itsil-officialsite.com