

## Itil Foundation Essentials The Exam Facts You Need

For trainers free additional material of this book is available. This can be found under the "Training Material" tab. Log in with your trainer account to access the material. This book and its predecessors have become the industry classic guide on the topic of ITIL. Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations. This version has now been upgraded to reflect ITIL 2011 Edition. Written in the same concise way and covering all the facts, readers will find that this title succinctly covers the key aspects of the ITIL 2011 Edition upgrade. The ITIL 2011 Edition approach covering the ITIL Lifecycle is fully covered. The new and re-written processes in ITIL 2011 Edition for strategy management and business relationship management are included, as well as the other new and improved concepts in ITIL 2011 Edition. This means that it is easy for all readers to access and grasp the process concepts that are so pivotal to many service management day-to-day operations. This title covers the following: Lifecycle phase: Service strategy Lifecycle phase: Service design Lifecycle phase: Service transition Lifecycle phase: Service operation Lifecycle phase: Continual service improvement

"ITIL is the leading best-practice framework for ITSM (IT service management) and is globally adopted in both the public and private sectors. The latest evolution of the framework – ITIL 4 – has been significantly updated and addresses new ITSM challenges, includes new technologies and incorporates new ways of working. ITIL 4 has evolved to a value system-focused approach that can be integrated with other management practices and ways of working, such as Agile and DevOps. Its end-to-end digital operation model has been designed to help IT teams create, deliver and operate technical products and services that fit their organisation's wider business strategy. ITIL® 4 Essentials contains everything you need to know to pass the ITIL 4 Foundation Certificate, plus more. It covers practices and concepts that are not addressed as part of the Foundation syllabus, making it ideal for newly qualified practitioners. The book offers practical tips – based on the author's extensive experience – for applying service management in the real world, with symbols used throughout to highlight which content is related to the ITIL 4 Foundation syllabus and which is not. Ideal for self-study candidates and training participants, ITIL 4 Essentials will prove a helpful companion to their studies and a practical aid for their professional development. Project managers, contractors or consultants with limited study time will also find it essential to their part-time education. This second edition has been updated to align with amendments to the ITIL® 4 Foundation syllabus, including: Replacing 'change control' with 'change enablement' throughout; The removal of 'IT' from the definition of a change; and Updating definitions for customer, sponsor and user. A perfect companion before, during and after your ITIL exam – buy your copy today. ITIL® is a registered trademark of AXELOS Limited. All rights reserved. This book is an official AXELOS licensed product. "--

The book explains CISCO CCNA/CCENT internetworking routing and switching concepts and guarantees the certification to the readers, with a unique presentation in the field of internetworking. It is written like usual textbooks. The differences are; in the way of presenting the required information, which is so simple, the addition of more than 2200 learning questions, and the built-in of 13 exam engines and flash cards. The learning questions, at the end of a chapter, represent a review to the information presented in that chapter as well as provide an easy way for the preparation of the real exam. The questions are made to focus on the important information. You have two options to read the questions and their answers, either by using the built-in exam engine at the end of each chapter or by reading the questions and their answers in the EBook. With more than 840 pages, the book includes explanatory text and provides new types of test formats to simplify both the exam and the presenting of the information to the readers, including over 2200 challenging multiple-choices-single-answer, multiple-choices-multiple-answers, fill-in-the-blank, testlet, drag-and-drop, and simulation test formats. A variety of internetworking scenarios and exhibits are used in this book to illustrate the topics related to the CISCO internetworking fundamentals. In line with modern training and teaching methodology, the questions are included to encourage the reader to stop and think, as well as to test his knowledge in preparation for a successful CCNA CCENT examination. The book also provides you three built-in CISCO CCNA/CCENT exams' engines. The exams mimic the format on real CISCO exams. The exams are highly organized, so that the reader can easily understand the concepts of the exams. To be more familiar with the real CISCO exam, each exam in this book contains only 50-60 questions. Moreover, the answers of the questions are comprehensively described so that you could understand the concepts behind each question very well and be more confident on the CISCO exam. The exams are made so that you could feel like on real CISCO exams. Therefore, the questions in this book require the same level of analysis as the question on the CCNA/CCENT ICND1 exams. Varieties of internetworking designing and troubleshooting scenarios are described in this book. While these scenarios prepare you for the exam, you will obtain strong experiences on CISCO switches, CISCO routers, CISCO internetworking and the associated protocols, and technologies. The three Simulated CISCO exams make you more confident in the real CISCO exam. CCENT is the essential certification for the CISCO internetworking routing and switching track. Understanding the CCENT topics and passing this exam successfully, are crucial for those who want to be an Internetworking professional, and is an easy mission, just follow this book. The current track of the CCNA routing and switching contains two exams and two certifications, the CCENT/ICND1 exam 640-822 and the ICND2 exam 640-816. However, it is possible to obtain the CCNA exam 640-802 by one exam and one certification. Now, CCENT and CCNA are the most popular entry-level networking and internetworking certification programs. The CCENT certification proves that you have a firm foundation in the networking and internetworking field, and it proves that you have a solid understanding of IP protocol, IP routing, switching, and many of CISCO device's configurations. The book provides in-depth coverage of all official CCNA CCENT exam objectives and uses 2800 router, 1841 router, catalyst 2960 switch, and many other CISCO devices to clarify the required concepts. It also provides an up-to-date information for the newest catalyst 2960-S switch and 802.11n wireless technology. It provides objective-by-objective coverage of all the material the student needs to know for the exam, signaling out critical information, outlining necessary procedures, and identifying the exam essentials. The book is composed of ten chapters. Each chapter treats each internetworking entity with clear, simple, easy-to-follow sections, text boxes and numerous conceptual figures. The book contains more than 313 Figures, 33 Exhibits, 150 Tables, and hundreds of CISCO Switches' and Routers' Configurations. At the end of each chapter, a number of learning questions, exam engine with flash cards and a list of the commands, which are used in that chapter, are given. To make the reader/student more familiar with the CISCO exam, which is not requiring explaining the answer, some of the answers are not provided with explanations. However, explanations for these answers can be obtained easily from their questions. This will preserve the reader

time by eliminating all the repeated information and it will not waste his/her time by extra statements. To encourage the reader to stop and think as well as to test his knowledge, the answers are not given directly after the learning questions; instead, the answers are listed in Appendix A with complementary discussions. This book uses mainly the passive voice way of writing to give the reader strong-straightforward information without confusing the reader by extra-not required statements. This way of writing is also used by CISCO for devices' configurations, and by several computer technical books and operating systems; hence, the reader will be more familiar with CISCO devices' configurations while he/she reads this book. The 2200 questions are distributed across the book as shown below:

- Chapter 1: Internetworking Essentials 312
- Chapter 2: Internetworking IP Protocol and IP Addressing 308
- Chapter 3: Subnetting IP Network and VLSMs 85
- Chapter 4: Internetworking OS CISCO Devices 239
- Chapter 5: Internetworking Routing Protocols 233
- Chapter 6: Internetworking Switching 219
- Chapter 7: Internetworking OS Management Facilities 216
- Chapter 8: Internetworking WAN Technologies 188
- Chapter 9: Internetworking Wireless Technology: an Introduction 143
- Chapter 10: Internetworking Security: an Introduction 94

Exam E1 52  
Exam E2 54  
Exam E3 54

This book is a unique one that is designed to offer both the CCNA/CCENT study guide and examination guide, and includes 13 built-in exam engines with flash cards. The book covers essential topics on the Internetworking and security that can be understood, even if the students do not have a technical background. The book is necessary for any CISCO Internetworking and security related certifications. It is designed and organized for absolute beginners as well as for professional in CISCO internetworking. For beginners to be able to follow the train of thought and to ease the presenting of the technical information to them, the book gradually presents the information by highly organized only ten chapters, and then each chapter is decomposed into a number of sections and subsections. The TRUE/FALSE and Correct/Incorrect types of questions are used to review the important information easily to the beginners. For those who have a good technical background and ready for certification, the book can be used as an additional technological certification guide, and the learning questions and the three exams can be used as a refresher for their information before taking the exam. Moreover, Questions like "Try to decide which option gets in which blank" and "Match ... etc." are used as a simulated "Drag-and-drop" type of questions in the exam. Therefore, the book knowledge is what the student needs to be a successful networking professional, and it is a valuable technological resource for those on the job with internetworking. By understanding perfectly the information presented in this book, internetworking-engi

Van Haren Publishing is the world's leading publisher in best practice, methods and standards within IT Management, Project Management, Enterprise Architecture and Business Management. We are the official publisher for some of the world's leading organizations and their frameworks including: The Open Group, IPMA, ASL BiSL Foundation, IAOP® and IACCM. This catalog will provide you with an overview of our most popular and upcoming titles (including courseware), but also gives you a quality summary on internationally relevant frameworks. Van Haren Publishing is an independent, worldwide recognized publisher, well known for our extensive professional network (authors, reviewers and accreditation bodies of standards), flexibility and years of experience. We make content available in hard copy and digital formats, designed to suit your personal preference (iPad, Kindle and online), available through over 50 distribution partners (Amazon, Google Play, Barnes & Noble, Managementboek and Bol.com, etc.) and over 700 outlets worldwide.

CompTIA-Authorized courseware for the Cloud Essentials Exam (CLO-001) What better way to get up to speed on cloud computing than with this new book in the popular Sybex Essentials series? Cloud Essentials covers the basics of cloud computing and its place in the modern enterprise. Explore public and private clouds; contrast the "as a service" models for PaaS, SaaS, IaaS, or XaaS platforms; plan security; and more. In addition, the book covers the exam objectives for the both the CompTIA Cloud Essentials (Exam CLO-001) exam and the EXIN Cloud Computing Foundation (EX0-116) certification exams and includes suggested exercises and review questions to reinforce your learning. Gets you up to speed on the hottest trend in IT--cloud computing Prepares IT professionals and those new to the cloud for and cover all of the CompTIA Cloud Essentials and EXIN Cloud Computing Foundation exam objectives Serves as CompTIA Authorized courseware for the exam Examines various models for cloud computing implementation, including public and private clouds Contrasts "as a service" models for platform (PaaS), software (SaaS), infrastructure (IaaS), and other technologies (XaaS) Identifies strategies for implementation on tight budgets and goes into planning security and service management Get a through grounding in cloud basics and prepare for your cloud certification exam with Cloud Essentials.

In this book, you will receive a crash course that will introduce you to everything you need to know in order to pass the PRINCE2® Foundation certification exam. This book covers just the essentials with no fluff, filler, or extra material, so you can learn the material quickly and conquer the certification exam with ease. This book assumes that you have no previous experience with the PRINCE2® methodology and will teach you the bare minimum you need to know in order to take and pass the PRINCE2® Foundation certification exam on your first attempt. This book will NOT teach you everything you need to know to be efficient or effective in implementing the PRINCE2® methodology in your organization, but it will make you familiar with all the principles, themes, and processes that PRINCE2® uses during successful projects. After all, this text is designed to get you to pass the certification exam, not to make you an expert in PRINCE2®. Due to the design of this text, we will move at a very quick pace through the material. If you read this entire book and take the practice exams located at the end of the text (scoring at least an 85% or higher), you will be ready to take and pass the PRINCE2® Foundation exam on your first attempt! This book also includes free access to our PRINCE2® Foundation: Cram to Pass video course (a \$19.99 value) when you register your copy at our website (DionTraining.com). Dion Training is an Authorized Training Organization (ATO) for the ITIL Foundations exam. Discount exam vouchers are available through our website for students.

This book and its accompanying eLearning course is regarded as a classic in its field. Now, in an expanded and updated Third Edition version of The Art of Service's book in accordance with the release of Part 3 of the standard, 'Guidance on scope definition and applicability of ISO/IEC 20000-1', the authors once again present a step-by-step guide to getting your ISO/IEC 20000 Foundation Certificate. As the industry standard in terms of Process, Service and Lifecycle Management for IT, the ISO/IEC 20000 Foundation exam is the most popular entry-level certification, particularly for individuals switching from another career to IT. ISO/IEC 20000 is the international, independent standard for quality in IT Service Management. A standard that enables organizations to prove the quality of IT Services to clients, and to build and maintain an IT Service Management System that meets the international ISO/IEC 20000 quality requirements. This delivers a significant competitive advantage, since clients demand high quality of IT Services. These organizations need IT-professionals who are certified for ISO/IEC 20000. This kit

prepares you for the certification exam by offering valuable information on the ITIL and ISO/IEC 20000 Framework, ISO/IEC 20000 Certification and IT Service Management. This Kit contains the book and online course access that provides everything you need to prepare for the ISO/IEC 20000 Foundation Certification Exam, including in-depth coverage of all exam objectives, scenarios to easily demonstrate the processes in action, and practice exam questions for that last minute test preparation. This Study Guide and Online Course access provides complete, in-depth coverage of all exam objectives for the ISO/IEC 20000 Foundation exam in a systematic approach, so you can be confident you're getting the instruction you need. \* Real-world scenarios put what you've learned in the context of service solutions. \* Thought provoking questions to challenge your thinking and understanding. \* Exam Essentials in each chapter helps you zero in on what you need to know. \* Includes practice exam questions. \* A Real World Guide to ISO/IEC 20000 Skills. \* Key information and real world examples organized around the actual day-to-day tasks and challenges you'll face in the field of IT Service Management. \* Practice what you've learned with challenging ISO/IEC 20000 Foundation exam style questions. Based on specific exam objectives - use this as a lab manual for certification preparation. Customer Testimonials: Great Kit for 20K certification knowledge and guidance, Ann F. Reynolds: I highly recommend this kit - not only is it complete for successfully completing the certification exam but a great reference for a 20K certification team. Recommend any organization looking to obtain this certification makes sure everyone on their 20K project team completes this program. Brilliant Guide & Online course, K. Bee: This kit is high quality and contains valuable information on the ITIL and ISO/IEC 20000 Framework, I feel confident in taking the ISO/IEC 20000 Foundation Exam. In addition it including information on the exam with scenarios which was most useful and I will definitely re-visit again for the last minute prep before I take the exam. This is certainly one of the best on-line courses I have seen, the book is excellent - I'm very impressed with The Art of Service products and will be a regular customer. Keep up the good work!

ITIL(R) 4 Essentials contains everything you need to know to pass the ITIL 4 Foundation Exam and more. Covering practices and concepts not addressed as part of the Foundation syllabus, it's ideal for newly qualified practitioners. It offers practical tips based on the author's extensive experience for applying service management in the real world.

Van Haren Publishing is the world's leading publisher in best practice, methods and standards within IT Management, Project Management, Enterprise Architecture and Business Management. We are the official publisher for some of the world's leading organizations and their frameworks including: The Open Group [TOGAF], IPMA-NL, ITSqc [eSCM Models], GamingWorks [ABC of ICT], ASL BiSL Foundation, IAOP®, IACCM, CRP Henri Tudor and PMI NL. This catalog will provide you with an overview of our most popular and upcoming titles, but also gives you a quality summary on internationally relevant frameworks. Van Haren Publishing is an independent, worldwide recognized publisher, well known for our extensive professional network (authors, reviewers and accreditation bodies of standards), flexibility and years of experience. We make content available in hard copy and digital formats, designed to suit your personal preference (iPad, Kindle and online), available through over 50 distribution partners (Amazon, Google Play, Barnes & Noble, Managementboek and Bol.com, etc.) and over 700 outlets worldwide. Free whitepapers are available in our eKnowledge, with a licence for our eLibrary you can download all our eBooks within your area of expertise and in our eShop you can place your order in your favorite media format: hard copy or eBook.

This book describes a revolutionary approach on how to successfully implement IT service management (ITSM) in an easier, faster, cheaper, and especially more effective way. In the book, the lessons of 30 years are used to put an end to the chaos and complexity of ineffective ITSM projects. Based on simple paradigms, a single and compact solution is described for the integrated service management with People, Process and Product. This is not achieved by setting ITIL or ASL aside, but by rearranging the many valuable elements of these frameworks into a simple logical structure, and filling the gaps. Although the paradigms are explained extensively in the book, the solution is very practical and has been proven in recent years in dozens of projects with small and large organizations. This publication describes the implementation method, with a strong focus on quality assurance and cultural change, a comprehensive definition list, and an example of a compact process model.

Gives ITIL Foundation candidates a comprehensive overview of the key elements, concepts and terminology used in the ITIL service lifecycle.

There has never been a Budgetting Guide like this. Budgetting 265 Success Secrets is not about the ins and outs of Budgetting. Instead, it answers the top 265 questions that we are asked and those we come across in our forums, consultancy and education programs. It tells you exactly how to deal with those questions, with tips that have never before been offered in print. Get the information you need--fast! This comprehensive guide offers a thorough view of key knowledge and detailed insight. This Guide introduces everything you want to know to be successful with Budgetting. A quick look inside of the subjects covered: SaaS Model Trailblazing New Path for the Software Industry, SOA Modeling - How SOA design is changing, Corporate Heroes in Six Sigma Master Black Belts, IT Service Management and ITIL Working Together Towards Total Customer Satisfaction, The Different Types of Call Center Management Jobs, ITIL: Process Overview The process for developing capabilities is aligned with..., Google Docs Makes Word Processing More Collaborative, The Basics of Management: People, Performance, Change, CLC Podcasting Project: Trailblazing Podcasting Activities in City Schools, The Basics of Python Software Configuration Management, The Use of Having OS X VMware, Survey on IT Governance, The Life of A Call Center Analyst, Understanding Risk Management Forms, Handling ITIL role conflicts, 8 Steps to Developing a Service Catalog, Develop your leadership skills, Forms of Cloud Computing, Tools For Project Management, ITIL v3 Foundation Glossary, Several Methods of Teaching ECDL, Service oriented architecture, A Short Risk Management Definition, TOGAF SOA: Another Breakthrough to Move Forward, Looking For An All-In-One Cissp Exam Guide?, Different Courses Offered by Siebel University, Lead Your Team to Success through Management Training Essentials, Become a Java Certified Programmer, The Benefits of a Free Whizlabs SCJP 1.4 Exam Simulator, The Link Between Risk Management and Insurance, A Backgrounder on the PMBOK Form of Accreditation, Two Major Categories of Virtualization Products, An ISO quality manual is an important document to define the entire quality management systems of co, Enhancing Productivity by Change Management - Keeping Motivation Alive in the Workplace, Successful Project Management, Be a Better Leader through Management Training Seminar, Enterprise Portals as a Service, Capability Maturity Model (CMM) - What does it mean?, Help Desk Managers - Making a Difference for their People, Governance in SOA, Change ITIL Management, Health care providers and institutions are complicated businesses. It balances quality sensitive ser, and much more...

Note: This pocket book is available in several languages: English, German, Dutch. Since 2001 the Van Haren Publishing ITIL Pocket Guides have helped readers all over the world to understand the essentials of ITIL (IT Infrastructure Library), the leading framework for IT service management. This pocket guide does exactly the same as previous editions: offering a concise summary of ITIL, based on ITIL® 2011 Edition. We have condensed the full ITIL framework, found in 2000 pages, into just 200 pocket-sized pages! It means that this book is an essential time-saving and cost-effective guide to ITIL 2011 Edition -- for both industry experts and students alike. Primarily it is a quick, portable reference tool to ITIL for all professionals in the service management community. What is the 'lifecycle' approach? What are the key service management processes and functions? Secondly the ITIL pocket guide can be used as part of the training material for everyone who wants to certify for the ITIL Foundation exam. The guide contents cover all of the specifications of APMG's ITIL Foundation Certificate syllabus. By this book is a separate file (free, via internet) available: • All images in the book, in Powerpoint format. Click on the button

Training Material by the book on our website.

The first edition of this book and its accompanying eLearning course is regarded as a classic in its field. Now, in an expanded and updated version of The Art of Service's book, the authors once again present a step-by-step guide to getting your ISO/IEC 20000 Foundation Certificate. As the industry standard in terms of Process, Service and Lifecycle Management for IT, the ISO/IEC 20000 Foundation exam is the most popular entry-level certification, particularly for individuals switching from another career to IT. ISO/IEC 20000 is the international, independent standard for quality in IT Service Management. A standard that enables organizations to prove the quality of IT Services to clients, and to build and maintain an IT Service Management System that meets the international ISO/IEC 20000 quality requirements. This delivers a significant competitive advantage, since clients demand high quality of IT Services. These organizations need IT-professionals who are certified for ISO/IEC 20000. This kit prepares you for the certification exam by offering valuable information on the ITIL and ISO/IEC 20000 Framework, ISO/IEC 20000 Certification and IT Service Management. This Kit contains the book and online course access that provides everything you need to prepare for the ISO/IEC 20000 Foundation Certification Exam, including in-depth coverage of all exam objectives, scenarios to easily demonstrate the processes in action, and practice exam questions for that last minute test preparation. This Study Guide and Online Course access provides complete, in-depth coverage of all exam objectives for the ISO/IEC 20000 Foundation exam in a systematic approach, so you can be confident you're getting the instruction you need. \* Real-world scenarios put what you've learned in the context of service solutions. \* Thought provoking questions to challenge your thinking and understanding. \* Exam Essentials in each chapter helps you zero in on what you need to know. \* Includes practice exam questions. \* A Real World Guide to ISO/IEC 20000 Skills. \* Key information and real world examples organized around the actual day-to-day tasks and challenges you'll face in the field of IT Service Management. \* Practice what you've learned with challenging ISO/IEC 20000 Foundation exam style questions. Based on specific exam objectives - use this as a lab manual for certification preparation. Customer Testimonials: Great Kit for 20K certification knowledge and guidance, Ann F. Reynolds I highly recommend this kit - not only is it complete for successfully completing the certification exam but a great reference for a 20K certification team. Recommend any organization looking to obtain this certification makes sure everyone on their 20K project team completes this program. Brilliant Guide & Online course, K. Bee This kit is high quality and contains valuable information on the ITIL and ISO/IEC 20000 Framework, I feel confident in taking the ISO/IEC 20000 Foundation Exam. In addition it including information on the exam with scenarios which was most useful and I will definitely re-visit again for the last minute prep before I take the exam. This is certainly one of the best on-line courses I have seen, the book is excellent - I'm very impressed with The Art of Service products and will be a regular customer. Keep up the good work! Considering the increasing number of IT Professionals and their Organizations who want to be actively involved in IT Service Management, this book, which leads to ISO/IEC 20000 Foundation Certification, should do at least as well as the first edition, which is a bestseller.

The new, fully-updated edition of the popular guide for the ITIL 4 Foundation Exam —everything needed for exam success! The Information Technology Infrastructure Library (ITIL) is a set of best practices for IT service and management. ITIL certification is gained through examination administered by AXELOS, the body established to develop, manage, and operate qualifications in best practice. Foundation certification—as well as subsequent Intermediate, Expert, and Master-level certification—is sought by employers throughout the IT industry. The ITIL 4 Foundation Exam Study Guide is the leading resource for anyone preparing for certification. Written by accredited ITIL trainers and Certified ITIL Experts, this up-to-date second edition is organized around the latest 2018 ITIL Foundation syllabus. Six sections offer complete and accurate coverage of IT service management and ITIL service strategy, design, transition, operation, and continual improvement. New coverage of DevOps, Agile, and Lean reflects the most current exam objectives. Self-assessment tests, exam essentials, review questions, chapter summaries, practice exams, and more enable readers to be fully prepared for exam day. Based on the authors' real-world experience teaching ITIL students, this guide: Covers 100% of the Foundation exam objectives in clear, concise language Explains every topic in full and provides effective review tools and resources Uses tables, flowcharts, illustrations, bulleted lists, and highlighted key learning points to strengthen reader comprehension and retention Includes access to an online test bank of valuable study tools, including practice exams, flashcards, and a glossary of key terms Designed specifically for readers who prefer self-study rather than expensive prep courses, ITIL 4 Foundation Exam Study Guide: 2018 Update is a must-have book for candidates preparing to take the exam as well as anyone interested in IT service management.

In this book, you will receive a crash course that will introduce you to everything you need to know in order to pass the ITIL® v3 Foundation certification exam. This book covers just the essentials with no fluff, filler, or extra material, so you can learn the material quickly and conquer the certification exam with ease. This book assumes that you have no previous experience with the ITIL® v3 framework and will teach you the bare minimum you need to know in order to take and pass the ITIL® v3 Foundation certification exam on your first attempt. This book will NOT teach you everything you need to know to be efficient or effective in implementing the ITIL® v3 Framework in your organization. This text is designed to get you to pass the certification exam, not to make you an expert in ITIL®. Due to the design of this text, we will move at a very quick pace through the material. If you read this entire book and take the practice exams located at the end of the text (scoring at least an 85% or higher), you will be ready to take and pass the ITIL® v3 Foundation exam on your first attempt!(Please register your book at [www.DionTraining.com/ITILCRAM](http://www.DionTraining.com/ITILCRAM) to gain access to the accompanying online video course for FREE! See page 133 for details.)

"This course is designed to get you ready to take and pass the ITIL v3 Foundation exam in the next 7 days. We cover everything you need to pass the exam by breaking down the content into 3 hours of video. In just 30-60 minutes a day, you will learn everything you need to know to pass the exam on your first attempt! The Information Technology Infrastructure Library Version 3 (ITIL v3) framework has become the standard in IT Service Management across the globe. ITIL helps all organizations, regardless of their industry or business sector, provide their IT services using the most efficient and economical methods. The framework focuses on IT Service Management best practices and efficient operations, and is used in government, commercial, and non-profit organizations, alike. The ITIL v3 Foundation exam is the entry-level certification in the ITIL framework and offers an exceptional overview of ITIL. By obtaining your ITIL v3 Foundations certification, you are showing employers that you understand the key elements, concepts and terminology used in the ITIL service lifecycle, including how operations move between each stage of the lifecycle, the processes used, and their overall contribution to the service management best practices. This course is a "cram" course and will

cover just the essentials needed for you to study and pass the exam in the shortest amount of time. If you have no previous experience in ITIL or IT Service Management, it is recommended that you take our "ITIL v3 Foundations: Your Complete ITIL Exam Prep Course" instead, which moves at a much slower pace and covers each topic in-depth over a total of 8.5 hours. This course is the summarized, quick study version of that course."--Resource description page. This book and its accompanying eLearning course are regarded as a classic in its field. Now, in an expanded and updated Fourth Edition of The Art of Service's book, in accordance with the newly revised editions of Part 1 & 2 of the ISO/IEC 20000 Standard, 'Service management system requirements' and 'Guidance on the application of service management systems', the authors once again present a step-by-step guide to getting your ISO/IEC 20000 Foundation Certificate. As the industry standard in terms of Process, Service, and Lifecycle Management for IT, the ISO/IEC 20000 Foundation exam is the most popular entry-level certification, particularly for individuals switching from another career to IT. ISO/IEC 20000 is the international, independent standard for quality in IT Service Management-a standard that enables organizations to prove the quality of IT Services to clients, and to build and maintain an IT Service Management System that meets the international ISO/IEC 20000 quality requirements. This delivers a significant competitive advantage since clients demand high quality of IT Services. These organizations need IT-professionals who are ISO/IEC 20000 certified. This kit prepares you for the certification exam by offering valuable information on the ITIL and ISO/IEC 20000 Framework, ISO/IEC 20000 Certification, and IT Service Management. This revised kit contains the book and online course access that provides everything you need to prepare for the ISO/IEC 20000 Foundation Certification Exam, including in-depth coverage of all exam objectives, scenarios to easily demonstrate the processes in action, and practice exam questions for that last minute test preparation. This Study Guide and Online Course access provides complete, in-depth coverage of all exam objectives for the ISO/IEC 20000 Foundation exam in a systematic approach, so you can be confident you are getting the instruction you need. \* Real-world scenarios put what you have learned in the context of service solutions. \* Thought-provoking questions challenge your thinking and understanding. \* Exam Essentials in each chapter help you zero in on what you need to know. \* Includes practice exam questions. \* A Real-World Guide to ISO/IEC 20000 skills. \* Key information and real-world examples organized around the actual day-to-day tasks and challenges you'll face in the field of IT Service Management. \* Practice what you've learned with the challenging ISO/IEC 20000 Foundation exam style questions. Analyzes each section, clause, and requirement in detail, with practical implementation guidance! Whether establishing an ISO/IEC 20000 quality management system for the first time, or upgrading an existing system, this handbook is ideal for students, practitioners, managers, instructors and auditors. It is supported by a wide range of solutions, FAQs, tips for implementers, and a glossary of terms that will be invaluable in any sector, industry, business, or organization. Considering the increasing number of IT Professionals and their Organizations who want to be actively involved in IT Service Management and ISO 20000, this book should do at least as well as the other editions, which were bestsellers!

ITIL® Foundation Essentials ITIL 4 Edition is the ultimate revision guide for candidates preparing for the ITIL 4 Foundation exam. It is fully aligned with the Foundation course syllabus and gives a clear and concise overview of the facts. This second edition has been updated to align with amendments to the ITIL® 4 Foundation syllabus. In this book, you will receive a crash course that will introduce you to everything you need to know in order to pass the ITIL® Foundation certification exam. This book covers just the essentials with no fluff, filler, or extra material, so you can learn the material quickly and conquer the certification exam with ease. This book assumes that you have no previous experience with the ITIL® framework and will teach you the bare minimum you need to know in order to take and pass the ITIL® Foundation certification exam on your first attempt. This book will NOT teach you everything you need to know to be efficient or effective in implementing the ITIL® Framework in your organization. This text is designed to get you to pass the certification exam, not to make you an expert in ITIL®. Due to the design of this text, we will move at a very quick pace through the material. If you read this entire book and take the practice exams located at the end of the text (scoring at least an 85% or higher), you will be ready to take and pass the ITIL® Foundation exam on your first attempt!(Please register your book at [www.DionTraining.com](http://www.DionTraining.com) to gain access to the accompanying online video course as a free bonus.)Dion Training is an Authorized Training Organization (ATO) for the ITIL Foundations exam. Discount exam vouchers are available through our website for students.

As the industry standard in terms of Process, Service and Lifecycle Management for IT, the ITIL Foundation exam is the most popular entry-level certification, particularly for individuals switching from another career to IT. This kit prepares you for the certification exam by offering valuable information on the ITIL Framework, ITIL Certification and IT Service Management. This Kit contains the book and online course access that provides everything you need to prepare for the ITIL V3 Foundation Certification Exam, including in-depth coverage of all exam objectives, scenarios to easily demonstrate the processes in action, and practice exam questions for that last minute test preparation. ITIL V3 Foundation Complete Certification Kit This Study Guide and Online Course access provides complete, in-depth coverage of all exam objectives for the ITIL V3 Foundation exam in a systematic approach, so you can be confident you're getting the instruction you need. . Real-world scenarios put what you've learned in the context of service solutions . Thought provoking questions to challenge your thinking and understanding . Exam Essentials in each chapter helps you zero in on what you need to know . Includes practice exam questions A Real World Guide to ITIL V3 Skills. Key information and real world examples organized around the actual day-to-day tasks and challenges you'll face in the field of IT Service Management. . Practice what you've learned with challenging ITIL Foundation exam style questions . Based on specific exam objectives - use this as a lab manual for certification preparation.

The core concepts and technologies of Windows networking Networking can be a complex topic, especially for those new to the field of IT. This focused, full-color book takes a unique approach to teaching Windows networking to beginners by stripping down a network to its bare



Management. \* Practice what you've learned with challenging ISO/IEC 20000 Foundation exam style questions. Based on specific exam objectives - use this as a lab manual for certification preparation.

PCCSA exam questions can help you improve your strength! You will master the most practical knowledge in the short time Practice test for the Palo Alto Networks PCCSA certification. This will help assess how ready you are to pass the exam. Certification Exam informations Exam Code: PCCSA Exam Name: Palo Alto Networks Certified Cybersecurity Associate Q & A: 50 Questions and Answers Price\$ 100 USD Duration 60 minutes Passing Score 70% Updated 09.02.2020: \*If you do not want to lose time and money, you can try this practice test. How To Register For An Exam Exam appointments may be made in advance or on the day you wish to test, subject to availability. The exam/appointment testing time limit noted on Pearson VUE web pages reflects the total appointment time, including an NDA, exam time, and survey. Sign in or Create an Account with Pearson VUE. Please use your Legal name as displayed on your government issued IDs. Please also use your Business email address as your primary address. Not using business email address can negatively impact your company's partner status. Login to your account, select an exam, select a location, and then register for a seat. Palo Alto Networks Certification Program Agreement All certification candidates are required to accept and agree to the terms of the Palo Alto Networks Certification Candidate Agreement before taking a certification exam. Palo Alto Networks encourages candidates to download and carefully review the agreement before their exam appointment. The Agreement will not be available at the testing center. It will be provided with the exam confirmation email from Pearson VUE. The Agreement is between Palo Alto Networks and each individual candidate and not with the employer of those candidates. Exam Rescheduling and Cancellation Policies If candidate needs to reschedule or cancel their exam the must contact Pearson VUE 48 hours prior to the exam appointment. Rescheduling an exam less than 48 hours in advance is subject to the same day forfeit of exam fee. Exams scheduled with ADA accommodations need to reschedule or cancel their exam 72 hours in advance or will be subject to the same day forfeit exam fee. ID Requirements Photo Capture and Digital Signature Requirements To maintain the highest level of security and authentication, all Palo Alto Networks score reports provided at Pearson VUE testing center will include a photo of the candidate. Test Center Administrators are required to take a photograph of each candidate prior to testing. Candidates who do not wish to have their picture taken will need to contact paloalto 14 business days in advance of the exam. Testing Center Administrators will also capture Digital Signatures during the sign in process at the testing centers. Identification (ID) Requirements Carefully review the ID requirements prior to your exam appointment Palo Alto PCCSA Exam Topics: SectionObjectivesCybersecurity Foundation 1. Cybersecurity Landscape - Modern computing trends - New application framework and threat vectors - Turbulence in the cloud - SaaS application risks - Compliance and security are not the same - Recent high-profile cyber-attack examples 2. Cyberthreats - Attacker profiles and motivations - Modern cyber-attack strategy 3. Endpoint security basics 4. Cyber-attack Techniques and Types - Malware - Vulnerabilities and exploits - Spamming and phishing - Bots and botnets Spamming botnets DDoS botnets Financial botnets 5. Wi-Fi and Advanced Persistent Threats - Wi-Fi vulnerabilities Wired equivalent privacy Wi-Fi Protected Access (WPA/WPA2/WPA3) - Wi-Fi man-in-the-middle attacks Evil Twin JAsager SSLstrip - Advanced Persistent Threats Cybersecurity Gateway 1. The Connected Globe - The NET: How things connect - Introduction to networking devices - Routed and routing protocols - Area networks and topologies - Domain Name System (DNS) 2. Physical, Logical, and Virtual Addressing - IP addressing basics - Introduction to subnetting 3. Packet Encapsulation and Lifecycle - The OSI and TCP/IP models - Data encapsulation 4. Network Security Models - Perimeter-based network security strategy - Zero Trust security Core Zero Trust design principles Zero Trust conceptual architecture Key Zero Trust criteria and capabilities Implementing a Zero Trust design 5. Cloud and Data Center Security - Cloud computing depends on virtualization - Cloud computing security considerations and requirements - Traditional data security solution weaknesses - East-west traffic protection - Implementing security in virtualized data centers 6. Network Security Technologies - Firewalls Packet filtering firewalls Stateful packet inspection (SPI) firewalls Application firewalls - Intrusion detection and prevention systems - Web content filters - Virtual private networks Point-to-point tunneling protocol) Layer 2 tunneling protocol Secure socket tunneling protocol Microsoft Point-to-Point Encryption OpenVPN Internet Protocol Security Secure Sockets Layer (SSL) - Data loss prevention - Unified Threat Management - Security information and event management 7. Endpoint security - Anti-malware Signature-based Container-based Application whitelisting Anomaly detection - Anti-spyware - Personal firewalls - Host-based Intrusion Prevention Systems (HIPS) - Mobile device management 8. Cloud, Virtualization, and Storage Security - Cloud computing - Virtualization - Local and remote storage 9. Networking Concepts - Server and system administration Patch management Configuration management - Directory services - Structured host and network troubleshooting - ITIL fundamentals - Help desk and technical support Cybersecurity Essentials 1. Security Operating Platform 2. Network Security - Next-generation firewalls Application identification User Identification Content identification Log correlation and reporting - Palo Alto Networks Expedition (Migration Tool) - Network security management (Panorama) 3. Endpoint Protection - Advanced endpoint protection (Traps) Malware prevention Exploit prevention Traps deployment architecture Traps in action - Mobile security and VPN management (GlobalProtect) 4. Cloud Security - Cloud monitoring and compliance (Evident) - SaaS security (Aperture) SaaS threat prevention Data exposure visibility Contextual data exposure control Advanced document classification Retroactive policy 5. Application Framework and Logging Service - Behavioral analytics (Magnifier) - Log management (Logging Service) - Threat intelligence (AutoFocus) Priority alerts and tags Threat correlation Actionable intelligence - Threat indicator sharing (MineMeld) - Malware analysis (WildFire) Behavior-based cyberthreat discovery Threat prevention with global intelligence sharing Integrated logging, reporting, and forensics

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All the facts you need to pass your ITIL 4 Foundation exam This is the ultimate revision guide for candidates preparing for the ITIL 4 Foundation exam. It is fully aligned with the Foundation course and gives a clear and concise overview of the facts you need to pass the exam.

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