

# The ITIL Foundation Exam Study Guide 3<sup>rd</sup> Edition

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Questions? Comments? Feedback? Email [scott@ITIL-Study-Guide.com](mailto:scott@ITIL-Study-Guide.com)

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## What is ITIL?

ITIL is a set of best practices for IT service management that has been evolving since 1989. It began as a set of processes for use by the UK government to improve IT service management and is gaining worldwide acceptance throughout the IT industry as the basis for successful IT service management.

At the core of the library are two volumes on the service management discipline : **Service Support** and **Service Delivery**, which were rewritten in 2000-2001. Security is covered in the **Security Management** volume written in 1999. These publications are offered by by the UK's Office of Government Commerce - website [www.ogc.gov.uk/](http://www.ogc.gov.uk/)

**ITIL Service Support** includes five disciplines that provide flexibility and stability for delivering IT services to the business. These disciplines are:

- o Incident management
- o Problem management
- o Change management
- o Release management
- o Configuration management

**ITIL Service Delivery** includes five disciplines that support high-quality, cost-effective IT services for the business. These disciplines are:

- o Service level management
- o Availability management
- o Capacity management
- o Financial management for IT services
- o IT service continuity management

# Itil Foundation Exam Study Guide

**M Walker**



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