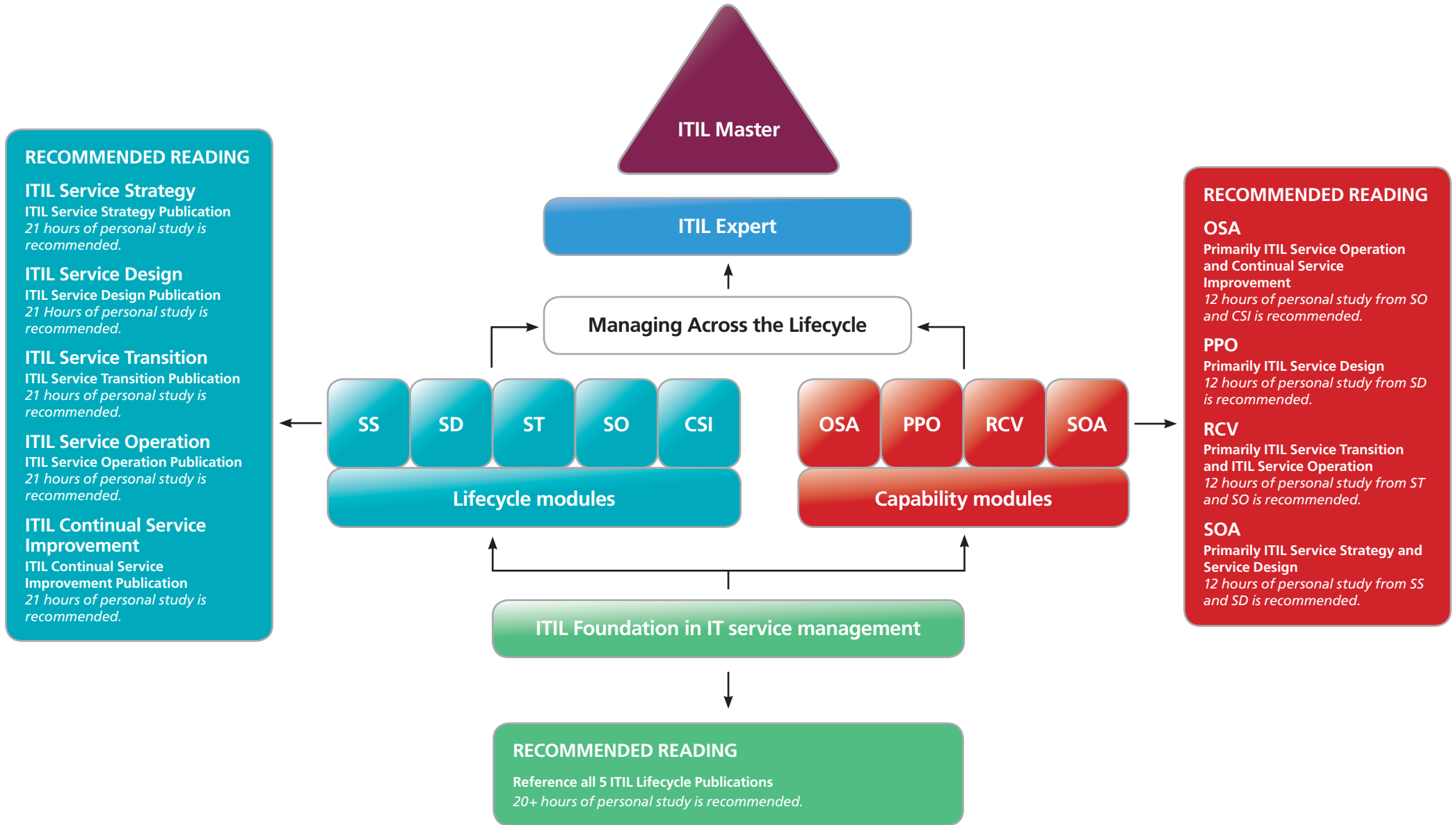


Core Study Material for ITIL® Qualifications



RECOMMENDED READING

ITIL Service Strategy

ITIL Service Strategy Publication
21 hours of personal study is recommended.

ITIL Service Design

ITIL Service Design Publication
21 Hours of personal study is recommended.

ITIL Service Transition

ITIL Service Transition Publication
21 hours of personal study is recommended.

ITIL Service Operation

ITIL Service Operation Publication
21 hours of personal study is recommended.

ITIL Continual Service Improvement

ITIL Continual Service Improvement Publication
21 hours of personal study is recommended.

RECOMMENDED READING

OSA

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

PPO

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

RCV

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

SOA

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

RECOMMENDED READING

Reference all 5 ITIL Lifecycle Publications
20+ hours of personal study is recommended.

For further information or to purchase these publications please visit

www.itil-officialsite.com