Core Study Material for ITIL® Qualifications

ITIL Master

ITIL Expert

Managing Across the Lifecycle

Lifecycle modules

Capability modules

ITIL Foundation in IT service management

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