



ITIL V3 Foundation Exam Video Mentor

Jill Knapp

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Published in 2010, The ITIL V3 Foundation Exam Video Mentor is a combined book and DVD set which contains hours of instructor-led presentations in an easy-to-follow format, providing both foundational reinforcement of ITIL processes as well as generic exam preparation tips, tricks, and sample questions. The DVD video tackles each ITIL V3 topical area with the key concepts, process activities, roles, and vocabulary necessary to "speak ITIL" in your workplace, all through a fun and thorough teaching style. This ITIL V3 Foundation Exam Video Mentor set provides a learning experience from a leading Certified ITIL Expert.

Please note that this book is slightly outdated as of January 2012. It still provides a relevant, helpful introduction to ITIL; however, it does not prepare students for the most current versions of the ITIL **Foundation exams.** (-- from the author)



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