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# PRESS RELEASE



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## **TSO publishes new ITIL® Foundation Study Aid Valuable revision guide for 2011 syllabus**

TSO (The Stationery Office), Official Publisher of ITIL®, is publishing a new edition of 'Passing your ITIL® Foundation Exam', which has been updated in line with the ITIL 2011 Foundation syllabus and to reflect current exam techniques. The publication is part of the official Best Management Practice portfolio and is also endorsed by the ITIL Official Accreditor. This study aid offers an invaluable overview of the ITIL framework for those preparing for their Foundation exam.

ITIL Foundation topics are organised within a logical and easy-to-follow structure, and are illustrated throughout by the unfolding story of Brigitte, a fictional customer who experiences service management first hand. The focus is on effective revision throughout the publication, and mind maps provide a valuable reminder of the content covered within each chapter. Sample exam questions are included at the end of every chapter and provide practice on applying new knowledge, as well as reflecting practical issues that may be encountered in the real world. The publication also contains a mock Foundation exam, and all answers supplied are thoroughly explained to aid understanding and ensure candidates are well prepared to sit their Foundation exam.

Lucy de Best, ITIL Commissioning Editor, explains: "This guide for the ITIL Foundation exam links theory to practice very effectively, reinforcing learning and making knowledge more memorable, so that candidates have all the elements they need for exam success. The mind maps at the end of chapters crystallize the content in a very visual way, making this an ideal revision tool, to stimulate learning and the development of knowledge."

ITIL Foundation is the entry-level IT service management qualification, which offers candidates a general awareness of the key elements, concepts and terminology used in the ITIL service lifecycle, including the linkages between lifecycle stages, the processes used and their contribution to service management practices. The 2011 update to ITIL consolidates the changes to service management best practice that have taken place over the past five years, reflecting that ITIL service management practices have become more streamlined, practical and usable for today's service managers and practitioners. This guide is a stable ITIL knowledge base and an excellent companion to other publications, course notes and materials.

**Passing your ITIL Foundation Exam (Updated edition)** is publishing 29 February 2012

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Purchases can be made [online](#) or by telephoning  
+44 (0) 870 243 0123 quoting reference code: HCD.



£22.00 single copy

- ENDS -

For further information on *Passing your ITIL® Foundation Exam (Updated to the 2011 syllabus)*, and for the availability of review copies, please contact:

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#### NOTES TO EDITORS:

#### ITIL®

ITIL is the most widely accepted approach to IT service management in the world. Providing a cohesive set of best-practice guidance drawn from the public and private sectors across the world, it has recently undergone an update, resulting in the publication of the ITIL 2011 editions.

ITIL best practice is based on expert advice and input from ITIL users around the world, making it both current and practical, combining the latest thinking with sound, common sense guidance.

[www.best-management-practice.com/IT-Service-Management-ITIL](http://www.best-management-practice.com/IT-Service-Management-ITIL)

#### Best Management Practice

TSO is the official publisher for the Best Management Practice internationally recognised approaches: PRINCE2®; Management of Risk (M\_o\_R®); Managing Successful Programmes (MSP®); Portfolio Programme and Project Offices (P3O®); Management of Value (MoV®); Management of Portfolios (MoP™); and ITIL®.

The Best Management Practice products present flexible, practical and effective guidance, drawn from a range of the most successful global business experiences. The products are designed to improve both processes and operations for small businesses, public sector organizations and major global enterprises.

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#### TSO

TSO (The Stationery Office) was established in 1996, when the trading functions of HMSO were privatised. The organization is now a part of the Williams Lea Group, a global leader in corporate information solutions. TSO is one of the largest publishers by volume in the UK, publishing more than 9,000 titles a year in print and digital formats for central government departments and other

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public sector organizations. Its multi-format publishing solutions extend from initial ideas to publication across a range of formats including print, web, epub and mobile apps.

TSO has a long history of working with Best Management Practice and is the only official publisher of its best-practice guidance, managing update and refresh projects on behalf of the Cabinet Office.  
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