

Business of IT – Applications (ITIL v4) Study Guide



■ OVERVIEW:

- **Introduce:** a holistic approach to service management and focus on end-to-end service management from demand to value.
- **Describes:** an operating model for the delivery of tech-enabled products and services.
- **Reflects:** recent trends in software development and IT operations.
- **Includes:** advice on how to apply philosophies such as DevOps, Agile, Lean within service management.
- **ITIL 4 Components:**
 - Four dimensions model
 - Service value system (SVS)
- **Management Practices:**
 - General management practices
 - Service management practices
 - Technical management practices
- **ITIL Service Value System (SVS):** Describes how components and activities of organization interact to create value through IT-service

--//40 questions are on the exam. 40 questions are covered in this study guide. All information on this study guide has been pulled from WGU's official live cohorts. Good luck! //--

Itil Foundations Study Guide

Léo Pomar



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important to understand because it can be used to help distinguish between different substances

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the boiling point of an organic liquid is the temperature at which its vapour pressure equals the atmospheric pressure over
the liquid or it is the temperature at which the vapour and liquid phases are in equilibrium at a given pressure the boiling
point is considered as a criterion of purity of a compound and is useful for identification of

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given that the boiling points of ethanol and methanol 78 c and 64 c respectively are far off in a significant way this seems like
a valid conclusion conclusion thermometer calibrations are necessary in order to collect reliable information as precise
calculations are imperative to gathering correct results

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melting point 1 a push the open end of a capillary tube into the powdered acetamide b move the powder to the closed end of
the capillary tube by tapping it on the table repeat until the the powdered acetamide occupies 1 2 mm of the capillary tube
end c

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physical properties

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discussion and conclusion the technique recrystallization was used because it is a simple method to purify a solid compound the percentage yield for benzoic acid and acetanilide acid being high indicated the initial sample had a low concentration of impurities with the melting point being in a specific

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introduction in this lab we will be using boiling points melting points and infrared spectrometry to identify unknown compounds boiling points are affect by three key factors the first being intermolecular forces inter molecular affect boiling point based on bond strength

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determination of boiling points introduction the boiling point of a compound is the temperature at which it changes from a liquid to a gas this is a physical property often used to identify substances or to check the purity of the compound it

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clean up solid and liquid spills immediately true g conclusions after conducting the boiling point determination lab it can be concluded that the unknown substance 193 is isopropyl alcohol on account of its observed boiling point of 88 c

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conclusion after completing this experiment the melting point of three different unknown compounds was obtained using the mel temp apparatus compound a had a melting point range of 114 6 115 5 c thus revealing it to be acetanilide compound b had a melting point range of 122 6 124 5 c thus

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nov 27 2019 essay sample the purpose of this experiment is to determine the boiling points of various organic compounds and to use these to identify unknowns equipment free essays

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melting point can be used as the identity and purity of an organic solid however it is not the same as the boiling point the boiling point is a characteristic unique of pure liquids the boiling point is the temperature at which the vapor pressure of a liquid is equal to the atmospheric pressure

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the purpose of the experiment is to understand what vapour pressure is and how it changes with temperature to understand the relationship between vapour pressure at a given temperature and boiling temperature at a given pressure to determine

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exploring boiling points abstract in this experiment we are given a set of straight chain alkanes and a set of compounds to compare by following the trendline of the straight chain alkanes it could be concluded that as the molar mass of the straight chain alkanes increases their boiling points increase as well

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laboratory partners samantha and mackenzie goals □ correctly determine the boiling point of an unknown liquid □ measure the refractive index of an unknown □ use the gas chromatogram to determine the mass percentage of a mixture and

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50 °C so in order to convert an experimental measurement taken in Calgary which is at higher altitude than sea level and so is at a lower pressure to that reported for sea level higher pressure one needs to add a correction factor since the boiling point at sea level is higher than that at higher altitudes

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introduction in chemistry one may encounter an unknown substance that needs to be determined by physical properties such as boiling point melting point density solubility etc in this experiment I aim to figure out the boiling point of a mystery substance in order to identify it chemical responsibility this experiment requires the handling of a Bunsen burner boiling

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there are a variety of methods by which a sample's boiling point can be determined including distillation reflux and by using a Thiele tube the most straightforward method uses a Thiele tube and has the advantage of using less than 0.5 ml of material