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90 minute paper

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A service is a means of enabling value co-creation by facilitating [?] that customers want to achieve. A. the warranty B. outcomes C. the utility D. outputs 7) Which

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value chain activity includes negotiation of contracts and agreements with suppliers and partners? A. Engage B. Design and transition C. Obtain/build D. Deliver and support

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service transition
ensures the testing is
done thoroughly, on
the designed and
developed services in
service design stage.

Objectives: Ensure
thorough planning,
coordination of
resources and
capabilities while

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Transitioning the
designed services.
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The Service
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focuses on the
process and practice
techniques required to
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Certification.

Welcome. The new
version of ITIL

(Information
Technology

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was launched in June
2007. ITIL V3

primarily describes
the Service Lifecycle
of IT Service

Management. The
latest version (ITIL

V3) is compassed of

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the five core volumes:

1. Service Strategy
2. Service Design
3. Service Transition
4. Service Operation
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The Service
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certifications within the ITIL® Service Lifecycle work stream. This module focuses on the process and practice elements and management techniques required to build, test and implement products and services.

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Like was there any type of question that you were consistently struggling with (roles vs kpi/metric questions) - either on the exam or even in the sample papers. If you can post that or maybe the coaching report it may be useful in figuring out where

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are.

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improve IT service
management for the
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government, it has
become a standard

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for many organizations; public or private sector, large or small, centralized, or distributed. ITIL provides processes for three service concepts: design, transition, and operation.

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ITIL Intermediate
Lifecycle Service Tran
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The Service

Transition certification

can only be taken

following an

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course. Who is ST for:

ITIL® Intermediate

Service Transition is

suitable for IT

professionals in

positions such as

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Change Manager, IT
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Manager, IT Project
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Management,
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Service Management

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processes Reviews
the building, testing,
authorizing,
documenting, and
implementation of
new and changed
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