



## **ITIL® Intermediate Lifecycle Stream: SERVICE STRATEGY CERTIFICATE**

*Sample Paper 1, Version 5.1*

Gradient Style, Complex Multiple Choice

### ***SCENARIO BOOKLET***

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This booklet contains the scenarios upon which the 8 examination questions will be based. All questions are contained within the Question Booklet and each question will clearly state the scenario to which the question relates. In order to answer each of the 8 questions, you will need to read the related scenario carefully.

On the basis of the information provided in the scenario, you will be required to select which of the four answer options provided (A, B, C or D) you believe to be the optimum answer. You may choose ONE answer only, and the Gradient Scoring system works as follows:

- If you select the **CORRECT** answer, you will be awarded 5 marks for the question
- If you select the **SECOND BEST** answer, you will be awarded 3 marks for the question
- If you select the **THIRD BEST** answer, you will be awarded 1 mark for the question
- If you select the **DISTRACTER** (the incorrect answer), you will receive no marks for the question

In order to pass this examination, you must achieve a total of 28 marks or more out of a maximum of 40 marks (70%).

# Itil Intermediate Service Strategy Sample Paper

**PELLE R STOCK**



## **Itil Intermediate Service Strategy Sample Paper:**

*Passing Your ITIL Intermediate Exams* Shirley Lacy, Office of Government Commerce, Candace Tarin, 2010 This book presents the latest syllabus content and expert examination guidance making it the definitive study aid for the IT service management intermediate examinations Containing practical advice for candidates on how to prepare for and answer examination questions on the service lifecycle and service capability streams the book also covers the syllabus topics which are common across most of the modules Chapters are organised with references to the core publications and self assessment questions help students prioritise those topics they need to revise The book contains sample exam questions advice on how to dissect questions and scenarios and exam answers that are thoroughly explained to aid the learning process **ITIL Intermediate Certification Companion Study Guide** Helen Morris, Liz Gallacher, 2016-03-15 Complete detailed preparation for the Intermediate ITIL Service Lifecycle exams ITIL Intermediate Certification Companion Study Guide is the ultimate supporting guide to the ITIL Service Lifecycle syllabus with full coverage of all Intermediate ITIL Service Lifecycle exam objectives for Service Operation Service Design Service Transition Continual Service Improvement and Service Strategy Using clear and concise language this useful companion guides you through each Lifecycle module and each of the process areas helping you understand the concepts that underlie each skill required for certification Illustrative examples demonstrate how these skills are applied in real life scenarios helping you realize the importance of what you're learning each step of the way Additional coverage includes service strategy principles and processes governance organization implementation and technology considerations plus guidance toward common challenges and risks ITIL is the most widely adopted approach for IT Service Management in the world providing a practical no nonsense framework for identifying planning delivering and supporting IT services to businesses This study guide is the ultimate companion for certification candidates giving you everything you need to know in a single informative volume Review the information needed for all five Lifecycle exams Examine real life examples of how these concepts are applied Gain a deeper understanding of each of the process areas Learn more about governance organization implementation and more The Intermediate ITIL Service Lifecycle exams expect you to demonstrate thorough knowledge of the concepts processes and functions related to the modules The certification is recognized around the world as the de facto standard for IT Service Management and the skills it requires increase your value to any business For complete detailed exam preparation ITIL Certification Companion Study Guide for the Intermediate ITIL Service Lifecycle Exams is an invaluable effective tool *ITIL Intermediate Certification Companion Study Guide* Helen Morris, Liz Gallacher, 2017-09-05 The expert led full coverage supporting guide for all four ITIL exams ITIL Intermediate Certification Companion Study Guide is your ultimate support system for the Intermediate ITIL Service Capability exams Written by Service Management and ITIL framework experts this book gives you everything you need to pass including full coverage of all objectives for all four exams Clear concise explanations walk you through the process areas

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guidance on the design and implementation of integrated end to end processes based on proven industry best practice guidelines Identify key business and management issues in IT Service Management Manage the planning and implementation of IT Service Management Implement Strategic Change Management and Risk Management Handle organizational challenges and assess services Prepare for the ITIL Intermediate Qualification Managing Across the Lifecycle Certification Exam The ITIL v3 Intermediate Qualification Managing Across the Lifecycle focuses on the ancillary knowledge required to implement and manage the necessary skills in IT Service Management This book covers the contents for the final module of the ITIL V3 Intermediate stream and leads to the ITIL Expert Qualification in IT Service Management This book is valuable for those who want to achieve the ITIL Intermediate Qualification Managing Across the Lifecycle Certificate Required credits from ITIL v2 or v3 qualifications are needed to take the Managing Across the Lifecycle Certification Exam Contents It Service Management The Four Perspectives attributes Of Itsm Benefits Of Itsm Business And It Alignment What Is Itil The Service Lifecycle Mapping The Concepts Of Itil To The Service Lifecycle How Does The Service Lifecycle Work Specialization Coordination Across The Service Lifecycle Common Terminology What Are Services Processes Functions Principles Of Service Management Business Units And Service Units Types Of Service Providers Agents Encapsulation Monitoring And Control Of It Service Management Service Strategy Objectives Of Service Strategy Benefits Of Service Strategy Service Strategy Interfaces With Other Service Lifecycle Phases Major Concepts Of Service Strategy Service Portfolio Management Financial Management Demand Management Challenges Critical Success Factors And Risks Of Service Management Service Design Objectives Of Service Design Benefits Of Service Design Five Major Aspects Of Service Design Service Design Interfaces With Other Service Lifecycle Phases Service Level Management Service Catalogue Management Supplier Management Availability Management Capacity Management It Service Continuity Management Information Security Management Service Transition Objectives Of Service Transition Benefits Of Service Transition Interfaces To Other Service Lifecycle Phases Transition Planning And Support Change Management Release And Deployment Management Service Validation And Testing Service Evaluation Service Asset And Configuration Management Knowledge Management Service Operation Objectives Of Service Operation Benefits Of Service Operation Interfaces To Other Service Lifecycle Phases Principles Of Service Operation Event Management Incident Management Problem Management Request Fulfillment Access Management Itil Functions The Service Desk Technical Management It Operations Management Application Management And Much more [ITIL Intermediate Certification Companion Study Guide](#) Helen Morris,Liz Gallacher,2016-03-11 Using clear and concise language and illustrative examples throughout this useful study guide is the ultimate companion for certification candidates giving you everything you need to know in a single informative volume [ITIL Foundation Exam Study Guide](#) Liz Gallacher,Helen Morris,2012-08-15 Everything you need to prepare for the ITIL exam Accredited to 2011 syllabus The ITIL Information Technology Infrastructure Library exam is the ultimate certification for IT service management

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**ITIL INTERMEDIATE SERVICE DESIGN COURSE** WELLS R STOCK,2017-03-24 **Operational Support and Analysis** John Sansbury,2010 This user friendly book will help candidates pass the ITIL OSA Intermediate examination It references the source material from the core ITIL texts and helps readers make sense of the technical and complex ITIL terminology

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