



ITIL® Intermediate Lifecycle Stream: SERVICE STRATEGY CERTIFICATE

Sample Paper 1, Version 5.1

Gradient Style, Complex Multiple Choice

SCENARIO BOOKLET

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 Design Sample Paper

Ivanka Menken, Gerard Blokdijk



Itil Intermediate Service Design 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**

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STOCK, 2017-03-24. [Parliamentary Debates \(Hansard\)](#). Great Britain. Parliament. House of Commons, 2008. **Study Blast ITIL Service Design Exam Study Guide** Matt Santori, 2013-07-21. Pass the ITIL Service Design exam with help from a Study Blast. This book covers an ITIL Intermediate level exam. So what is a Study Blast? A Study Blast is a book of facts and items listed out for you to read, learn and memorize before taking a test. What can you do with the book? Try making flashcards from the items that give you difficulty. Read through before taking a practice test. Review after your practice tests. Read this book the night before the exam. Make your own quizzes and tests. Use this book for group studies. All that and more. We review all the latest data and present it here. And by all means, we are not a replacement for the Official Study Guide but we are an add-on for every test taker to benefit from in helping them pass an exam. Please check out all of our Study Blast books.

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offering avenues for advancement and recognition within the IT service management field This resource not only prepares candidates for the exam but also equips them with practical skills that can be directly applied in their professional roles With a focus on delivering value to both the individual and their organization this certification and its accompanying guide serve as a powerful tool for those seeking to elevate their careers and make a meaningful impact in the world of IT service design

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ITCertifications ServiceContinuity TechCertifications CareerGrowth ExamPreparation ITSMProcesses ITILPractices

Service offerings and agreements ITIL V3 intermediate capability handbook Alison Cartlidge, Stationery Office, Janaki Chakravarthy, ITSMF UK, 2010-11-08 This guide provides a quick reference to the processes covered by the ITIL V3 SOA syllabus. It is designed as a study aid for students taking the ITIL Capability qualification for SOA and as a handy portable reference source for practitioners who work with these processes.

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