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Learning Style: On Demand

Provider: ITIL®

Difficulty: Intermediate

Course Duration: 30 Min

Practice Exam - Service Strategy (SS)



About the course:

This assessment is designed for people with a thorough understanding of the ITIL® management strategy process of the ITIL® service life cycle along with the ways it can be applied to improve the quality of IT service delivery within a company. Individuals requiring a greater understanding of ITIL® Service Strategy phase of

the ITIL ® Service Lifecycle and how it could be used to raise the quality of IT services in a company.

IT specialists planning to work with or currently in a business management setting requiring a comprehension of systems, roles, tasks and definition.

Targeted Audience:

- Help Desk Team, IT Officers, IT Support Staff etc.

Prerequisites:

- Earn the ITIL ® Foundation Certification in IT Service Management (or equiv)

Furthermore it is important for candidates to have strong IT knowledge and approximately 2 years of IT experience, and this is advised that candidates undertake at least 21 hours of personal study by reading the syllabus and the ITIL ® Continuous service improvement document in training for the test.

Certifications:

This test counts as one of the five elements of the Service Lifecycle module to receive ITIL ® Intermediate Certification.