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**Learning Style: On Demand**

**Provider: ITIL®**

**Difficulty: Intermediate**

**Course Duration: 30 Min**

## Practice Exam - Service Transition (ST)



### About this Exam:

This exam is intended for Individuals who require a detailed understanding of the ITIL® service strategy stage of the ITIL® service lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization.

Individuals who want to learn the processes, concept, activities, and functions involved in the service transition environment since they have entered it or already working in it.

## **Audience:**

- Individuals who require a detailed understanding of the ITIL® service transition stage of the ITIL® service lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization
- IT professionals working within or about to enter a service transition environment and requiring an understanding of the concepts, processes, functions and activities involved
- Individuals who have attained the ITIL® Foundation Certificate in IT Service Management and wish to advance to higher level ITIL® certifications

## **Prerequisites:**

- Hold the ITIL® Foundation Certificate in IT Service Management (or equivalent)
- In addition, it is desirable that students have a basic IT literacy and around 2 years IT experience and it is recommended that students complete at least 21 hours of personal study by reviewing the syllabus and the ITIL® Continual service improvement publication in preparation for the examination.

## **Certifications:**

This exam qualifies as the one of the 5 components of Service Lifecycle module to earn ITIL® Intermediate Certification.