

Document Generated: 09/20/2024

Learning Style: On Demand

Provider: ITIL®

Difficulty: Intermediate

Course Duration: 30 Min

Practice Exam - Service Strategy (SS)



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. Persons who need deeper comprehension of the ITIL® Service Strategy level of the

ITIL® Service lifecycle, along with how it can be used to improve the level of it services in an organization.

IT experts who are planning to work for or already work in a service strategy environment that requires an understanding of processes, functions, activities, and concept.

Audience:

- IT professionals working within or about to enter a service strategy 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
- Individuals seeking the ITIL® Expert Certification in IT Service Management for which this qualification can be one of the prerequisite modules

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.