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part covers basic Interview

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Explain the ITIL Service
Life Cycle Model Management?

Answer: ITIL Service

Management always tries to
implement rich performance
and business standards as
per the current market
scenario.

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Service Transitions: The
goal of the Service
Transition process is to

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build and deploy IT services. It also makes sure that changes to services and Service Management processes are conducted in a coordinated way. Service Operations: This ITIL stage focuses on meeting end-

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users' expectations while balancing costs and discovering any potential problems.

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ITIL Interview Questions 1.
Let's Start off Extremely
Simple. Explain What Itil
is? ITIL is short for
Information Technology
Infrastructure Library. It
is a set of core volumes
that detail a framework of

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best practices for IT service management, with the emphasis on aligning IT services with the needs of any given business.

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Answered: Mar 27, 2019. The
correct answer to this
question is D. All of these
are valid elements of a
service design package
(SDP): agreed and documented
business requirements, a

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plan for transition of the
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comprises a list of the frequently asked ITIL questions, along with their well-researched answers.

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Questions. Q1. What is ITIL®?. ITIL refers to a set of ITSM practices which helps

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questions for ITIL Service Design MCQ which will help you to clear beginner level quiz. 1. Which ITIL® process analyses threats and dependencies to IT Services as part of the decision regarding “countermeasures”

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to be implemented? a)
Availability Management. b)
IT Service Continuity
Management.

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Which stages of the ITIL framework represent the revolving lifecycle stages of the lifecycle hub-and-spoke design? a. Service Design, Service Transition and Continual Service Improvement b. Service

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Strategy, Service Operation
and Continual Service
Improvement c. Service
Design, Service Transition
and Service Operation d.

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ITIL INTERVIEW - PART 8 1
Service Design Availability,
Reliability. Reliability
define service run without
interruption MTBSI (Mean
Time between Service

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Incidents) $MTBSI = \text{Available time in hours} / \text{Number of breaks}$. $MTBF = \text{Total downtime in hours} / \text{Number of breaks}$

2 Service Design
Availability
Maintainability.

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Ans: The goals of SLM as
defined by ITIL are to
maintain and improve IT

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service quality through a constant cycle of agreeing, monitoring, and reporting upon IT service achievements and instigation of actions to eradicate inadequate service in line with business or cost

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justification. Through these methods, a better relationship between IT and its Customers can be developed.

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and covers the architectures, processes, policies and documentation that will enable you to design services that meet the needs of the organization or programme. The design process is vital

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to the continued improvement and development of services within the IT lifecycle and this module will also teach you techniques required to develop, manage ...

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Qualifications | AXELOS
Service Design is the ITIL
v3 book covering how to
blueprint the service
architecture, processes,
policies and documentation
required to meet your

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strategy. If you don't capture your strategy and translate it into an effective design, the service will probably fail to meet expectations, requiring significant reworking that will often

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lead to delays, cost
overruns and some feature
loss.

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