

Practice Exam - Service Transition (ST)

Modality: On Demand

Duration: 30 Min

About the course:

This examination is designed for anyone with a comprehensive understanding of the ITIL management strategy process of the ITIL service lifecycle and how it can be applied to improve the quality of IT service delivery within an enterprise.

Candidates who are willing to know about the procedures, principles, activities and roles that have been involved in the service transformation world since they have joined it or are still operating within it.

Targeted Audience:

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

Prerequisites:

- Must have the ITIL® Foundation Certification or equivalent in IT Service Management
- Furthermore, it is beneficial for learners to have a fundamental IT literacy and about 2 years of work experience in IT, and it is suggested that learners finish minimum 21 hours of personal research by examining the curriculum and the ITIL ® CSI (Continual Service Improvement) publication in preparing for the exam.

Certifications:

This examination qualifies among one of the five parts of Service Lifecycle program to get ITIL® Intermediate Certification.