

Itil Service Operations Study Guide

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Page :: *ITIL® v3 Foundation Study Guide - Innos*

The Service Lifecycle The core of ITIL® is structured around a Service Lifecycle which consists of the five phases shown in the illustration below. Each lifecycle phase is discussed in more detail later in this study guide. The Service Lifecycle organizes activity around services as the services move from concept through

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56 - Minister of Public Service and Administration

COBIT/ITIL frameworks, Architecture Frameworks, Project Management, Object Oriented Programming, Web services and service wrapping, Relational database design and SCRUM. At least seven years working experience in a systems development and implementation of which five (5) years of experience must be at a middle management level.

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ITIL (55) ITIL – best practices for IT core operational processes, not for audit • Service • Change • Release • Configuration Strong end to end customer focus/expertise About services and service strategy Risk Management (52) GOAL - Determine impact of ...