

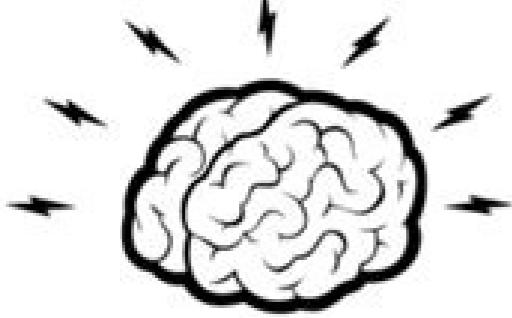
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1. All 40 questions should be attempted.
  2. All answers are to be marked on the answer grid provided.
  3. You have 60 minutes to complete this paper.
  4. You must achieve 26 or more out of a possible 40 marks (65%) to pass this examination.

**SMARTER EVERYDAY**



# **AXELOS Transition and It's effect on ITIL**



The Smarter Everyday project is owned and operated by CTE Solutions Inc.

Nasser El-Batal

ITIL 4 MANAGING PROFESSIONAL PROGRAMME

- ITIL 4 Create, Deliver & Support
  - ITIL 4 Direct, Plan & Improve
  - ITIL 4 Drive Stakeholder Value
  - ITIL 4 High Velocity IT



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The practices, tasks and guidance help their organization to provide the best quality services to their final uses. And that is what this article will address. To be eligible for the ITIL MASTER CERTIFICATION, Candidates Must: Have Earned Previous ITIL CERTIFICATES HAVE WORKED IN ITSM IN LEADERSHIP, Managerial, or Higher Management. Extensive Practical Hands-On Experience with ITIL DEMONSTRATE ENJOYMENT OF THE PRACTICES PRINCIPLES OF ITIL CERTIFICATIONS AS A SUPERINTENDENT OF ITIL STRUCTURE, AXELOS ACCREDITES THE ESTABLISHMENTS OF TRAINING AND EXAMINATIONS. Tell us by sending an e-mail to blogs@bmc.com. 70% reported developing new knowledge and knowledge. It provides candidates for tools to increase the satisfaction of stakeholders, which is an integral part of the success of business in the current competitive scene. ITIL 4 DIGITAL WEAK AND STRONG IT (DITS). ITIL CERTIFICATIONS are some of the main IT certifications in the sector. These same companies usually also dedicated coaches and mentors. If you are currently making sure in ITIL V3, you may seek this to the conclusion. This is the same course mentioned in the ITIL by managing professional flow. Organizations see long-range advantages by adopting the ITIL, including: aligning it with the business that provides quality services that meet the needs of your customers, improving the quality of IT services that you offer Decreasing time, money and other resources spent throughout the development of the life cycle service increasing the customer's satisfaction by increasing the morale of the team following these guidelines, the organizations can expect to see: a better understanding and more tangible to its customers, their needs and expectations increasing the management of productivity risks that minimizes or prevents the interruption of the service Setable and flexible developmental development experts, as well as ITIL certificates, usually agree that certification certification Both the individual and the company. Of course, as certification is an investment in yourself and your business, ask if your business is willing to pay the bill for any?) ITIL 4 WEAK AND STRONG THE STRATEGY FLOW ITIL 4 provides students with the understanding of how IT influences and directs the strategy of business. The duty covers the key, such as Design SLA, management of usual motives, communication, relationship management, CX and UX design and customer journey mapping. A recent survey of 117 people who obtained at least ITIL certificate as a matter of intermediate found: 76% of respondents said that intermediate and advanced certificates made them more commercialized, And almost 59% said they were better able to compete with a TIIL certificate of not intermediate. If you use technology to manage the service (you do it), it is to it can be for you. Becoming a statistic ITILDER shows that you have a clear understanding of how IT influences and directs the strategy of business. In order to obtain ITIL 4 Managing Professional or ITIL 4 WEAKING STRONG, you must complete all the duty in each flow, with ITIL STRATEGIST DIRECT, PLAN and improve being a universal mother for both flows. After reaching the designation of ITIL 4 Managing Professional, candidates need to complete the ITIL 4 Leader: Digital and It Strategy Module to achieve the designation ITIL 4 Strategic Leader. Let's take a look. With an ITIL certificate, you can: earn a only basis for product knowledge accelerate your professional development Increase your gain potential improves productivity Increase your credibility becomes a wool, oriented solutions. This is limited to the certified individual. There are two diversions associated with this flow: ITIL 4 direct strategists, sacit; Ärp sacit; Ärp ed odahlated otnujnoc mu ecerefo LITI ordaug O .)IPD( rohleM & e riurtsnoc a setnaripsa e siauta seredÄl so ;Äraduja IT e latigiD redaeL 4 litI ed aig@Ätartse A .)TIVH( tI edadicoleV atlA atsilacepsE 4 LITI .)cte ,ocilb@Äp ,odavirp( ofÄ\$Äazinagro ed opit uo aserpme ad ohnamat ,rotes odanimreted mu a atimil es ofÄn aruturtse A .so\$Äivres edä ofÄ\$Äairc 'a rirboc arap LITI od lauta opocse o ednapxe e' eroc'so\$Äivres ed sedadivita sa egnarba oludÄm etsE .airecrap me semaxE ed otutitsnI mu rop uo otnemaniered osruc od lanif on odartsnimda ofÄ\$Äacifitrec ed emaxE o moc )SOTA( LITI alep sadaicnederc otnemaniered se\$Äazinagro ed sanetnec metsixE .LITI o etnemlatot ratnemelpmi e racifitrec ed otsuc o racifitsuj me edadlucifid mÄt etnemlareg ,odal ortuo rop ,)sBMS( saserpme said@Äm e saneuqeP .aiuG 4 LITI osson osson ed etrap zaf ogitra etsE( .soir@Ätirc soirp@Äp sues iussop ,ossid zev mE .soriecrap e serodecenrof ,soir;Äusu ,setneilc sues e so\$Äivres ed rodevorp mu tertne ofÄ\$Äaretni e otnemajagne ed sopit so sodot erboc oludÄm etsE .etset o arap sanepa @Ä seled mu adaC arap 005 \$ SU e 051 \$ SU ertne ranoicnuf edop semaxe soirjÄv so arap aserpme aus ad ortsiger on enil-no onretni otnemanier susrev etnemlaossep ediser @Äcov euq me sÄap o :moc odroca ed airav o\$Äerp O ).sodatseta uoâa siev;Äifnoc res ofÄn medop seled sodatluser so e od@Äetnoc o saM ?radutse a ra\$Äemoc arap otnorp( )etnof( 4 LITI ofÄ\$Äacifitrec ed ameuqz :4 LITI ofÄ\$Äacifitrec ed sievÄn so ofÄtse iuqA .IT ed so\$Äivres ed agertne e otnemajnereg arap etnatropmi siam labolg aruturtse a @Ä litI feirbeD litI ).ragevan arap atierid Ä unem o esU .rednopser meved sciairaserpm e seredÄl so omoc e srotes so sodot me se\$Äazinagro sa odnatcapmi ;Ätse saigoloncet savon ed ofÄ\$Äpurretni a omoc egnarba m@Äbmat oludÄm O .LITI o odnatnemelpmi ASAN e CSBH ,MBI omoc etnemlanoicanretni sadicehnoc saserpme moc ,sairts@Ädni ed sopit so sodot me etnemlabolg odasu @Ä LITI o ,otaf eD .IT ed so\$Äivres recenrof e raicnereg digital strategies that can face these challenges and generate success. ITIL 4 Managing Professional The ITIL Managing Professional stream provides practical and technical knowledge on how to run successful IT services, teams and workflows. With anything, you will often get out of the process exactly what you put in it. It focuses on integrating different value flows and activities to create, deliver, and support IT-enabled products and services, while also encompassing practices, methods, and support tools. This module focuses on aligning the digital business strategy with the IT strategy. ITIL 4 Direct Strategist, Plan & Best (DPI.) This indicates that an ITIL-certified employee may have a greater impact on colleagues and teams. Digital services typically depend on the continuous management of projects that focus on the service objectives, while also paying attention to inevitable issues in the development, delivery and maintenance of the service. A word of caution: It is never a guarantee that an ITIL certification worth the investment. From five levels, the first three are based on: Number of credits Passing exams Achieving the final master level, however, does not depend on credits. ITIL 4 Strategic and Improve Direct Plan is aimed at managers of all levels involved in driving and strategy training or developing a team continuously improving. But experts say that these SMBs may want to consider the opposite: a failed IT project is often much more disastrous for its lower line than the proactive approach of ITIL certification. The BMC Certification Program from BMC Education Services offers a complete range of ITIL courses, as well as completing ITSM courses offering validation of participants in technical skills and expertise so you can plan, and effectively support BMC solutions. Important, ITIL certifications are only available for individuals, not for an entire organization. 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(Obtain ityIspectable advice for SMBS.) Who can seek ITIL certificates? Promote any number of employees within the company perform ITIL certificates. As a structure for IT service management, ITIL can help the organization: Manage risks increase productivity reduce the cost of development and deployment of services strengthens the relationships. Customers build a IT environment to maximize the value that ITIL can bring to its organization, you may want to follow ityI certificates. ITIL4 STRATEGIC LEADER (ITIL SL) IS A FLOW OF TWO MY DULMS THAT ARE PART OF ITIL 4, THE INTO EVOLUTION OF ITIL. The two diversions are: ITIL SL recognizes the value of ITIL, not only for IT operations, but for all digitally enabled services. The ITIL 4 FOUNDATION COURSE presents the participants the ITIL FOCUS FOCUS IN THE FOLLOWING TRIBUTICS: Main concepts of service management, including value creation and service relationships the 4 gesture dimensions f The Service System of ITIL SERVICE System (SVS), including guidelines and the service chain 7 main ITIL PRARTICS (start studying with our foundation guide to the foundation Ä f o ITIL 4). Once you have the exam, you have the option of two flows depending on your career goals: managing professional or strategy. To gain ITIL MASTER certificate, you must be able to explain and justify how you personally selected and applied a variety of knowledge, principles, all and all ITIL Framework and support management and support management achieve desired business results in one or more practical tasks. If you want to study from the official course and / or take a training course, you will probably have to pay extra. This mother provides to zacife zacife e trof aig@Ätartse amu moc , "airohlem e megazidnerpa" IT ed ofÄ\$Äazinagro amu rairc arap sair;Ässecen sacit;Ärp sedadilibah sa For many companies, the biggest benefits of ITIL are its versatility and scalability: companies can take as little or as much as theyÄÄd like from ITIL, and they can also combine it with practices that follow other popular frameworks like: ISO 20000 Six Sigma COBIT TOGAF Many more (See who else uses ITIL.) What is an ITIL certification? Related reading See an error or have a suggestion? Having an ITIL certification could be the first step in landing a job, obtaining a promotion, or advancing your career to the next level, especially if you are considering becoming CTO or CIO. ITIL 4 is a significant transition from ITIL v3 to a newer, more modern and agile approach. One person may only seek an entry- or medium-level certification, while a project manager or CIO may seek to obtain Expert or Master status in ITIL. Instead, each candidate will have different experiences that are highly personal. In spring 2019, ITIL 4 was introduced. There are a few levels, found foundational to Master. Remember, there are hundreds of ITIL ATOs, that deliver training and certification examinationsÄÄall available on the Axcelos website. This is significant because a common complaint of ITIL certification maintains that new knowledge acquisition is rare. The module covers the influence and impact of Agile and Lean ways of working, and how they can be leveraged to an organizationÄÄs advantage. There are four courses within this stream: ITIL 4 Specialist Create, Deliver & Support (CDS). A good IT service management approach is knowing exactly how to integrate all these ever-changing factors into your development process. But if youÄÄre brand new to ITIL, then ITIL 4 is for you. This module includes the use of working practices such as Agile and Lean, and technical practices and technologies such as Cloud, Automation, and Automatic Testing, focusing on rapid delivery of products and services to obtain maximum value. Check out our tips Studying and training for ITIL certificate.) ITIL FOUNDATION The ITIL CERTIFICATION 4 FOUNDATION presents the structure of ITIL and allows candidates to observe the ITSM through a state-of-the-art operational model The tip for the creation, delivery and improvement of products and services qualified for technology. ITIL certified professionals are high on demand: they have the skills to grow and transform business. It is important to emphasize that only individuals can seek ITIL certificates - you can not win to cover the entire organization. If a company claims that it is certified by ITIL, probably also: comply with a related, but different pattern, such as ISO/IEC 20000 that organizations can gain. But, as ITIL is based on the previous experience, you can try it with basic certification and the next stages-of-you need to commit to the ITIL MASTER AT CERTIFICATION that is ready. An ITIL certificate candidate can choose from axelos-accredited certification suppliers to provide training and exams. This certification does



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