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Service Strategy Examination. The exam format is as follows: Multiple choice examination questions; Eight questions per paper; 28 marks required to pass (out of 40 available) - 70%; 90 minutes' duration; Closed book. Try a sample paper. The Service Strategy certification can only be taken as part of an accredited training course.

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Final state: services included in Service Catalog. 3. IT Strategy [There are four forms on which the strategy is presented: perspective, position, plan and patterns. The strategy usually evolves through all four forms in some sequence. In this section of the IT Service Strategy Plan you will define the strategy by each of its forms.] 3.1 ...

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7 Steps To Creating A Customer Service Strategy – The ...

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Figure 1 – Building blocks of a high-performance service strategy. IT Service providers should meet objectives defined by their customers' business outcomes within system constraints. This, of course, implies that there will be some tradeoffs involved in terms of which services you offer, which markets you serve, and your ability to outperform competitors.

ITIL Strategy Plan: What is its purpose in Service Strategy?

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