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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 Strategy, Service Operation and Continual Service Improvement c. Service Design, Service Transition and Service Operation d. ITIL® Awareness | ITIL V3 Question and Answers - Trenovision ITIL INTERVIEW - PART 8 1 Service Design Availability, Reliability. Reliability define service run without interruption MTBSI (Mean Time between Service Incidents) $MTBSI = \frac{\text{Available time in hours}}{\text{Number of breaks}}$. MTBF = Total downtime in hours / Number of breaks 2

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Ans: The goals of SLM as defined by ITIL are to maintain and improve IT 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 justification. Through these methods, a better

relationship between IT and its Customers can be developed.

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Service Transitions: The goal of the Service Transition process is to 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-users' expectations while

balancing costs and discovering any potential problems.

ITIL Interview Questions And Answers | ITIL Interview ...

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

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