

Service  
strategy

Service  
Design

Service  
Transition

Service  
Operations

Continual  
Service  
Improvement

Financial  
Management

Service  
Portfolio  
Management

Demand  
Management

Strategy  
Operations

Service Level  
Management

Availability  
Management

Capacity  
Management

Continuity  
Management

Information  
Security  
Management

Service  
Catalogue  
Management

Supplier  
Management

Change  
Management

Asset and  
Configuration  
Management

Release and  
Deployment  
Management

Transition  
Planning and  
Support

Service  
Validation  
and Testing

Evaluation

Knowledge  
Management

Service Desk

Incident  
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7 Step Process  
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# Itil V3 Foundation Interview Questions

**Tim Malone,Ivanka Menken,Gerard  
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## **Itil V3 Foundation Interview Questions:**

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