



ITIL® Intermediate Lifecycle Stream: SERVICE STRATEGY CERTIFICATE

Sample Paper 1, Version 5.1

Gradient Style, Complex Multiple Choice

SCENARIO BOOKLET

This booklet contains the scenarios upon which the 8 examination questions will be based. All questions are contained within the Question Booklet and each question will clearly state the scenario to which the question relates. In order to answer each of the 8 questions, you will need to read the related scenario carefully.

On the basis of the information provided in the scenario, you will be required to select which of the four answer options provided (A, B, C or D) you believe to be the optimum answer. You may choose ONE answer only, and the Gradient Scoring system works as follows:

- If you select the CORRECT answer, you will be awarded 5 marks for the question
- If you select the SECOND BEST answer, you will be awarded 3 marks for the question
- If you select the THIRD BEST answer, you will be awarded 1 mark for the question
- If you select the DISTRACTER (the incorrect answer), you will receive no marks for the question

In order to pass this examination, you must achieve a total of 28 marks or more out of a maximum of 40 marks (70%).

Itil Intermediate Service Strategy Sample Paper

RC Schank



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traffic. · 2. When you are at an intersection and waiting to ... Chapter #10 Study Guide Answers. False - Intersections are often controlled by stop signs. 3. When approaching an intersection with a 4-way stop, assume that all drivers will... Chapter-10-Study-Guide-Questions - Name Mods Due Date View Chapter-10-Study-Guide-Questions from HEALTH Drivers Ed at Athens Area Hs ... CHAPTER 10Intersections STUDY GUIDE FOR CHAPTER 10 LESSON 1 Basic ... Chapter 10 - Driving in Rural Areas Consider passing only if you can answer "yes" to all of these questions. The major responsibility for passing safely belongs to the driver who is passing. 10.3 - Study Guide For Chapter 10 Lesson 3 Roundabouts ... Roundabouts move traffic through intersections at a slower and safer pace. 10. All vehicles in a roundabout are required to yield to pedestrians in a crosswalk. Driver Guide - Chapter 10 - Missouri Department of Revenue CHAPTER 10 — BE IN SHAPE TO DRIVE ... These tests will help the officer decide if you should be arrested and have a chemical test of your breath, blood, or urine. PPT - Chapter 10 PowerPoint Presentation, free download Jul 29, 2014 — Chapter 10 . Intersections Railroad Crossings Roundabouts Complex Intersections Interchanges Responsible Driving - Notes and Study Guide.