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ITIL - Service Operation

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A service is a means of enabling value co-creation by facilitating [?] that customers want to achieve. A. the warranty B. outcomes C. the utility D.

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outputs 7) Which value chain activity includes negotiation of contracts and agreements with suppliers and partners? A. Engage B. Design and transition C. Obtain/build D. Deliver and support

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Like was there any type of question that you were consistently struggling with (roles vs kpi/metric questions) - either on the exam or even in the sample papers. If you can post that or maybe the coaching report it may be useful in figuring out where the problem areas are.

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ITIL Intermediate Lifecycle Stream

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