

ITIL Interview Questions and Answers

Q1. What is ITIL?

Ans. **Information Technology Infrastructure Library (ITIL)** is a collection of comprehensive practices for IT Service Management (ITSM), which focuses on IT services alignment with the requirements of business needs.

It helps businesses to achieve their mission with the best way to plan, manage, and deliver.

Q2. ITIL V3 framework consists of which processes?

Ans. ITIL V3 organizes **ITIL processes** into five service lifecycle stages:

- Service strategy
- Service design
- Service transition
- Service operation
- Continual service improvement

Q3. Explain the benefits of ITIL.

Ans. The major benefits of ITIL are listed below:

- Powerful alignment between the business and IT
- Improves customer satisfaction and service delivery
- Improved utilization of resources by lowering costs
- Comprehensive visibility of IT costs and assets
- Better administration of business risk and service disruption
- Supports constant business change for a stable service environment

Itil Service Design Questions Answers

Arthur James Wells



Itil Service Design Questions Answers :

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