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ITIL Intermediate Lifecycle CSISample2 QUESTION BOOKLET v6.1. This document must not be reproduced without express permission from The Accreditor. Page 1 of 10 Version 6.1 (Live) Owner - The Official ITIL Accreditor ITIL® Intermediate Lifecycle Stream: CONTINUAL SERVICE IMPROVEMENT (CSI) CERTIFICATE Sample Paper 2, version 6.1

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Figure 6.1 Example of Service Transition organization and its interfaces Figure 6.2 Organizational interfaces for a Service Transition Figure 6.3 Example of an organization for Service Transition Figure 6.4 Flow of experience Figure 8.1 Steps to improving Service Transition processes | v 01-ITIL Service Transition 21/5/07 12:45 Page v

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