

TIME: 2½ Hours

Total Marks: 75

- N. B.: (1) All questions are **compulsory**.
(2) Make **suitable assumptions** wherever necessary and **state the assumptions** made.
(3) Answers to the **same question** must be **written together**.
(4) Numbers to the **right** indicate **marks**.
(5) Draw **neat labeled diagrams** wherever **necessary**.
(6) Use of **Non-programmable** calculators is **allowed**.

1. Attempt **any three** of the following:

- What do you mean by ITSM? What are the issues related to ITSM?
- How Functions and Processes connected in ITSM life cycle?
- Explain four P's of Service Strategy.
- Who is Service Provider? What are its types?
- How to prepare Service Strategy for execution?
- What are the Risks associated with Service Strategy?

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2. Attempt **any three** of the following:

- Define Service Design. List and explain its goals.
- What are Service Requirements? How to identify them?
- Explain in detail about Service Level Management process of Service design.
- What is a Contract? Explain Contract Management and Types of Supplier Contracts.
- List and Explain sub processes of Information Security Management process.
- Explain in detail Challenges in Service Design Process.

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3. Attempt **any three** of the following:

- What is Service Transition? Explain its Objective and Goals.
- How to establish Effective Controls and Disciplines for Service Transition?
- List and Explain Seven R's (7R's) of ITIL Change Management.
- What is a Release and what are the Types of Releases in ITIL?
- Explain the "Service V Model" of ITIL Service Validation and Testing.
- Write short note on the DIKW Model of ITIL Knowledge Management.

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4. Attempt **any three** of the following:

- Define the term Service Operation. Explain the principles of Service Operation Phase.
- Write short note on Meetings in regards with Service Operation Phase.
- Explain Objective, Purpose and Scope of Event Management Process.
- Write short note on Incident Management Lifecycle Activities.
- List and Explain Request Fulfilment Sub-Processes.
- Elaborate Proactive Problem Management and Reactive Problem Management.

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5. Attempt any three of the following:

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- a. Write short note on the Approach to Continual Service Improvement.
- b. Define and explain the terms CSI Register and External and Internal Drivers.
- c. Write the details about CSI seven-step improvement process.
- d. What is Governance? Explain its types.
- e. What is Benchmarking? Explain its procedure.
- f. Which points needs to take into consideration in defining a Communication Plan?
