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: 15

a.   Explain the role of IT service management in the modern world and how it helps organizations in digital transformation.

b.   Explain the concept of value in service management and how it is co-created between service providers and consumers.

c.   Explain the role of "Partners and Suppliers" in IT service management and discuss the key factors that influence an organization's supplier strategy.

d.   What is the ITIL Service Value System (SVS)? Explain briefly.

e.   Explain the ITIL 4 guiding principles and their significance in IT service management.

f.   Explain the concept of continual improvement in ITIL 4 and the key steps involved in the continual improvement model.

2.   Attempt *any three* of the following: 15

a.   What is the purpose of Knowledge Management in ITIL 4, and how does it contribute to different service value chain activities? Explain.

b.   Explain the role of Relationship Management in maintaining strong service provider-consumer interactions.

c.   Explain the role of Availability Management in ITIL 4 and how service availability is measured using MTBF and MTRS.

d.   Explain Problem Management and how it differs from Incident Management.

e.   Explain the role of Release Management in ITIL 4 and its impact on various service value chain activities.

f.   Explain the role of Infrastructure and Platform Management in ITIL 4 and its importance in overseeing IT resources.

3. Attempt *any three* of the following: 15

a. What is the importance of the customer journey in ITIL 4, and how does it help organizations drive stakeholder value?

b. Discuss the types of service relationships in the Engage phase of ITIL 4.

c. Explain the concepts of service utility and warranty in ITIL 4. How do they ensure that a service is both fit for purpose and fit for use?

d. Explain the purpose of onboarding in ITIL 4 and its benefits for both service providers and consumers.

e. Explain the concept of Co-creation in ITIL 4. How do service providers and consumers work together to generate value in this phase?

f. Explain the purpose of the Realize phase in ITIL 4 and how it enhances service value for providers and consumers.

4. Attempt *any three* of the following: 15

a. Discuss the key challenges faced in managing the ITIL Service Value System

b. Explain the Shift-Left approach in IT service management and its benefits.

c. What are the key considerations when creating a value stream, and what steps should be followed in its design? Explain.

d. Discuss the key factors that contribute to the success of release and deployment management for new services.

e. Explain the role of the Service Desk in supporting users within ITIL 4.

f. Discuss the key factors involved in coordinating, prioritizing, and structuring work for effective IT service creation, delivery, and support.

5. Attempt *any three* of the following: 15

a. Explain High Velocity IT and its key characteristics.

b. Explain the different key behaviour patterns in High Velocity IT culture.

c. Write a short note on Lean culture.

d. Explain the importance of valuable investments in digital organizations and describe the key techniques used to achieve them.

e. Explain Chaos Engineering and its benefits in improving system resilience.

f. Explain in brief about the Continual Improvement Model in High Velocity IT.

****