

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

2. Attempt any three of the following:

15

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

3. Attempt any three of the following:

15

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

4. Attempt any three of the following:

15

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

5. Attempt any three of the following:

15

- 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?
