

T4P7 (M)

103

(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:**
 - a. Explain the principles of Service Management.
 - b. Differentiate between Business and Service units.
 - c. Explain Operational Risk.
 - d. What is Closed loop control system? Summarize the functions of closed loop control system.
 - e. Explain the building blocks of high performance service providers.
 - f. Write a short note on IT Service Management.

2. **Attempt any three of the following:** 15
 - a. Explain the objectives of Service Design.
 - b. State the two aspects of Service Catalogue. Explain in detail.
 - c. Explain the risks factors which are directly associated with the Service Design phase.
 - d. Write a short note on IT Service Continuity Management.
 - e. Discuss the challenges faced during the Service Design Process.
 - f. Explain how Business Service Management enables IT components to be linked to the goals of the business.

3. **Attempt any three of the following:** 15
 - a. Explain the objectives of Service Transition.
 - b. Discuss the challenges faced for successful Service Transition.
 - c. Write a short note on Change Management.
 - d. State the principles for implementing a formal policy for Service Transition.
 - e. What is Service Validation and Testing? List its objectives.
 - f. Explain the difficult conditions under which Service Transition is implemented.

4. **Attempt any three of the following:**
 - a. What is Service Operation? Explain the various processes of Service Operations.
 - b. Differentiate between Internal IT and External business view.
 - c. State the risks factors in Service Operations.
 - d. What is Service Management Training? Explain its objectives.
 - e. Explain the three levels in which Capacity Management should operate.
 - f. Write a short note on Access Management.

5. **Attempt any three of the following:** 15
 - a. Explain the Deming Cycle.
 - b. Discuss the factors to be considered while making a Communication Plan.
 - c. State and explain the responsibilities of Service Owner.
 - d. Explain the Seven-Step Improvement Process.
 - e. Write a short note on Benchmarking.
 - f. Justify the need of Tools to support CSI activities.