

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?

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