

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.
