

Time: 2 ½ Hours

[Marks: 75]

Please check if you have got the right question paper

N.B.:

- 1) All questions are compulsory
- 2) Make suitable assumptions wherever necessary and state the assumptions made
- 3) Answer to the same question must be written together
- 4) Numbers to the right indicate marks
- 5) Draw neat labelled diagram wherever necessary
- 6) Use of Non-Programmable calculator is allowed

1. Attempt any three of the following:

[15]

- a. Elaborate ITSM service life cycle.
- b. Explain four P's of Service Strategy.
- c. Describe ITSM. Justify the advantages of ITSM.
- d. Write a short note Service Assets.
- e. Write a note on Value Creation.
- f. In service strategy, what do coordination and control mean?

2. Attempt any three of the following:

[15]

- a. What is Service Design? State its Objectives and Aspects.
- b. Write a short note on Business Service Management
- c. What is service Management? Four perspectives (4Ps) or attributes to illustrate the ITSM.
- d. What is a Contract? Explain Contract Management and Types of Supplier Contracts.
- e. Explain Service Catalogue Management and list its types.
- f. What are four P's of Service Design?

3. Attempt any three of the following:

[15]

- a. Write short note on Warranty & Utility.
- b. Explain in detail service asset configuration management process.
- c. State and Explain purpose, objective and Goal of Service Validation and Testing
- d. Describe the terms Knowledge, Information and wisdom.
- e. What is Service Transition Fundamentals and what are its purpose goals and objectives
- f. List and explain Seven R (7 R's) of ITIL Change management

4. Attempt any three of the following: [15]

- a. List and explain the risks involved in service operation phase.
- b. Define Service operation. Explain the principles of service operation stage.
- c. Write short note on Incident Management Lifecycle activities.
- d. Define Service operation. Explain the principles of service operation stage
- e. Define the following terms: (a) Alert (b) Known Error (c) Workaround (d) Problem (e) Priority
- f. List and explain the challenges in service operation phase.

5. Attempt any three of the following: [15]

- a. Explain the 8 steps for transforming your organization given by John P. Kotter.
- b. What are the different approaches for starting CSI activities?
- c. Explain the RACI model.
- d. Write a short note on the CSI inputs and outputs for the various stages.
- e. What factors need to be considered when preparing a communication plan?
- f. Write a short note on Capacity Management
