

T.Y.B.Sc. IT Sem. VI dt. 24/02/2025

Time: 2 ½ Hours

[Marks: 75]

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

1. Attempt any three of the following:

- a. Explain four P's of Service Strategy.
- b. Explain ITSM. Describe the four ITSM perspectives
- c. Write short note on Service Assets
- d. Explain in brief Critical Success Factors
- e. Describe the foundations of service management.
- f. Describe ITSM. Justify the advantages of ITSM

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2. Attempt any three of the following:

- a. What are Service Requirements? How to identify them?
- b. Write short note on Service Design Models
- c. Explain in details Capacity Management process of Service design
- d. What are four P's of Service Design?
- e. Explain in detail Risks associated with Service Design Process.
- f. Explain in brief about Service oriented architecture.

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3. Attempt any three of the following:

- a. What is a Release and what are the Types of Releases in ITIL?
- b. List and Explain Seven R's (7R's) of ITIL Change Management
- c. Explain how to maximize Re-use of established processes and system policy?
- d. What is the purpose of Release and Deployment Management.
- e. Explain the scope of Asset Configuration Management Process.
- f. Describe Service Transition. Explain its objectives, purpose and goal.

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4. Attempt any three of the following:

- a. Define Service operation. Explain the principles of service operation stage.
- b. Explain department, group and team meetings.
- c. How operations meetings are different from customer meetings?
- d. Elaborate the term Providing Service in context of service operation stage.
- e. Write short note on Incident Management Lifecycle Activities
- f. Explain objectives and scope of Request Fulfilment process.

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5. Attempt any three of the following:

- a. Write short note on the Approach to Continual Service Improvement.
- b. Write a short note on the CSI inputs and outputs for the various stages.
- c. What is Benchmarking? Explain its procedure.
- d. Explain the importance of scorecards and reports in service measurement.
- e. Explain the 8 steps for transforming your organization given by John P. Kotter.
- f. Write a short note on authority matrix

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