UPES

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
End Semester Examination, May 2018

Program: B.Tech (SoCSE)-IT infra　　　　　　　　　　**Semester – IV**
Subject (Course): IT Service Management　　　　　　**Max. Marks : 100**
Course Code : CSIB 218　　　　　　　　　　　　　　**Duration : 3 Hrs**
No. of page/s: 2

Section-A: Answer all the questions　　　　　　　　　　　　　　　　**(20 Marks)**

Q 1	Discuss about different pillars of ITSM which are used for implementation of ITSM?	5 Marks	CO1
Q 2	What are different ITSM capabilities which contribute for efficient ITSM delivery	5 Marks	CO1
Q 3	How event management help in providing operational support and analysis in terms of their classification and different activities?	5 Marks	CO5
Q 4	Differentiate between activities of change management with activities and classification of service asset and configuration management?	5 Marks	CO4

Section-B: Answer any three questions and each question carries equal marks　　　**(40 Marks)**

Q 5	What do you mean by capacity management? How capacity management contribute for efficient IT service delivery? What are different activities under capacity management? Explain them out?	10 marks	CO2
Q 6	How service level management contribute in service offering and agreements? Discuss different activities under service level management?	10 marks	CO3
Q 7	What do you understand by demand management? Why it is important for IT service management? Discuss different activities under demand management? Discuss different classification under demand management?	10 marks	CO2
Q 8	What do you mean by supplier management? Discuss different activities under supplier management? What are different classification of supplier management?	10 marks	CO3
	OR		
	Describe different SLA classifications? How service level management is associated with other processes discuss.	10 marks	CO3

Section-C: Answer any one questions **(40 marks)**

Q 9	Discuss different integral parts of Release control and validation and their sub-classification with different activities associated with them?	20 marks	CO5
Q 10	What do you mean by ITSM ? Descirbe ITSM framework with all the different activities of framework?	20 marks	CO4
	OR		
	"Operational Support and Analysis is intended towards enabling its readers in learning the application of practices during support and resolution of the Lifecycle of Service Management and precisely through the underlying role, function and process areas" Discuss how it support this statement? Discuss the role of Operational support and analysis and it's associated components within the lifecycle of effective service delivery.	20 marks	CO1

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Section-A: Answer all the questions   **(20 Marks)**

Q 1	How IT service desk contribute for efficient service management? Discuss different types of service desks.	5 marks	CO1
Q 2	What are different ITSM capabilities which contribute for efficient ITSM delivery?	5 marks	CO1
Q 3	What are different terminologies associated with availability management? Also discuss about different classification of availability management?	5 marks	CO2
Q 4	How service catalog management contribute for service offering and agreements? Discuss different activities under service catalog management?	5 marks	CO3

Section-B: Answer any three questions and each question carries equal marks   **(40 Marks)**

Q 5	What are different terminologies associated with availability management? Also discuss about different classification of availability management?	10 marks	CO2
Q 6	Discuss Service portfolio management and different activities under service portfolio management? How you can classify service portfolio management?	10 marks	CO3
Q 7	How Service continuity management contribute for continuous working of IT services? Discuss different activities under IT service continuity management? Classify different types of Service continuity management?	10 marks	CO2
Q 8	How service catalog management contribute for service offering and agreements? Discuss different activities under service catalog management?	10 marks	CO3
	OR		
	How financial management contribute for IT service or providing service offering and agreements. What are different classification under financial management? Discuss different activities associated with finance management?	10 marks	CO3

Section-C: Answer any one questions   **(40 marks)**

Q 9	"Operational Support and Analysis is intended towards enabling its readers in learning the application of practices during support and resolution of the Lifecycle of Service Management and precisely through the underlying role, function and process areas" Discuss how it support this statement? Discuss the role of Operational support and analysis and it's associated components within the lifecycle of effective service delivery.	20 marks	CO5
Q 10	What do you mean by ITSM ? Descirbe ITSM framework with all the different activities of framework?	20 marks	CO4
	OR		
	Discuss different integral parts of Release control and validation and their sub-classification with different activities associated with them?	20 marks	CO1