

Name:

Enrolment No:



UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
End Semester Examination, May 2019

Course: IT Infrastructure Library
Program: B.Tech-CSE-IFM
Course Code: CSIT 1004

Semester: II
Time 03 hrs.
Max. Marks: 100

Instructions: Attempt All the questions

SECTION A


S. No.		Marks	CO
Q.1	Describe the Importance of IT Service Management.	4	CO1
Q.2	Illustrate the Role of Continual Service Improvement in Service Life Cycle.	4	CO2
Q.3	Explain the Concept of Service Level Management.	4	CO4
Q.4	Describe the Change Management in IT Service.	4	CO4
Q.5	Define the Term Service Level Agreement.	4	CO1

SECTION B

Q.6	Explain the Continual Service Improvement Model and its relationship with other processes.	10	CO4
Q.7	Demonstrate the relationship between ITIL and ISO 20000:2011.	10	CO3
Q.8	How the ITIL process can Improve the IT Service operations? Explain with example.	10	CO5
Q.9	Illustrate the Role of 4 P's used in Service Strategy with the help of example. OR Discuss the PDCA cycle with the help of diagram and how it helps in Continual Service Improvement of IT Service?	10	CO2

SECTION-C

Q.10	Demonstrate the Importance and contribution of IT in Modern Business with the help of example	20	CO1
Q.11	Draw the Hierarchy for ITIL Certification Path and explain each level of certification in detail. OR Discuss the various Approaches and Steps towards Implementing ITIL in Organization	20	CO3

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SECTION A

S. No.		Marks	CO
Q 1	Discuss the types of IT Service Provider.	4	CO1
Q.2	Illustrate the need for ITIL Implementation.	4	CO3
Q.3	Explain the GAP Analysis in the context of ITIL.	4	CO3
Q.4	Describe the Role of Service Transition in Life cycle Model.	4	CO2
Q.5	Explain the concept of Service Level Management?	4	CO4

SECTION B

Q.6	Discuss the Overview and benefits of ISO 20000:2011 Standard.	10	CO3
Q.7	How the ITIL Process Improve the IT business Performance.	10	CO5
Q.8	Describe the overview of Customer Services and the Impact of Service Management Processes to Influence the customer perception about the IT Service.	10	CO5
Q.9	Illustrate the objective of Service Design with the help of example. OR Illustrate the objective of Service Transition with the help of example.	10	CO2

SECTION-C

Q.11	Discuss the various types of Metrics used during the Implementation of ITIL with the help of suitable Diagram.	20	CO3
Q.12	Describe the Service Portfolio Management and its activities with the help of example. OR Demonstrate the Activities of Demand Management in Business Process with the help of example.	20	CO4

