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

Programme Name: B.Tech. CSE (IT Infra)   **Semester** : IV
Course Name : IT Service Management   **Time** : 03 hrs
Course Code : CSIT2002   **Max. Marks : 100**
Nos. of page(s) : 1

Instructions: Questions in each Section should be answered in the given sequence.

S.No.	Questions	Marks	CO
	SECTION A (20 marks)		
Q1	Write a short note on Inter-linkage between ITSM and ITIL.	4	CO1
Q2	What are the responsibilities of a Service Desk?	4	CO1
Q3	What are the two Service Lifecycle phases which cover the PPO processes? Write a short note on them.	4	CO2
Q4	Why should we consider managing cultural change while formalizing processes and procedures? How can this be done?	4	CO2
Q5	Explain the different stages involved in the SLM process.	4	CO3
	SECTION B (40 marks)		
Q6	Write a brief note on any two ITSM tool.	10	CO1
Q7	Why is Technology considered to be one of the important aspects in the quality and success of PPO for the modern service provider? (OR) Explain the key activities of Demand Management and ITSCM processes. (5+5 marks)	10	CO2
Q8	Compare (i) Types of Suppliers in Supplier Management, (ii) BRM Levels (5+5 marks)	10	CO3
Q9	Elaborate the different roles and their responsibilities under SOA.	10	CO3
	SECTION-C (40 marks)		
Q10	a) Provide a detailed discussion on (i) Change Management, (ii) Change Evaluation (10+10 marks) (OR) b) Provide a detailed discussion on (i) Release and Deployment Management (ii) Knowledge Management (10+10 marks)	20	CO4
Q11	Explain the Incident and Problem Management processes in detail. (10+10 marks)	20	CO5

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	SECTION A (20 marks)		
Q1	List down the steps to implement ITSM.	4	CO1
Q2	Compare Incident and Problem Management.	4	CO1
Q3	As a guide, ISO27001 provides a formal standard for comparing or certifying the ISMS of an organization through few phases. Mention them.	4	CO2
Q4	Provide a few examples of service and functions provided within the typical online community.	4	CO2
Q5	Explain the three categories of services in Service Portfolio management.	4	CO3
	SECTION B (40 marks)		
Q6	Write a brief note on the processes involved in Service Delivery.	10	CO1
Q7	What are the different Implementation Considerations of PPO. (OR) Explain the various Capacity Management types and Demand Management types. (5+5 mark)	10	CO2
Q8	How are SLAs classified? Explain the two types of views under Service Catalog and the wider views within each of these types. (5+5 marks)	10	CO3
Q9	Explain the key activities of Financial Management and Supplier Management processes. (5+5 marks)	10	CO3
	SECTION-C (40 marks)		
Q10	Provide a detailed discussion on (i) Service Validation and Testing process, (ii) Roles and Responsibilities under CSV. (10+10 marks)	20	CO4
Q11	a) Explain the Event Management and Request Fulfillment processes in detail. (10+10 marks) (OR) b) Explain the Service Desk Management and Access Management processes in detail. (10+10 marks)	20	CO5