

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES**End Semester Examination, December 2017****Program: B. Tech –CS-IFM****Semester – III****Subject (Course): Information Technology Infrastructure Library (ITIL)****Max. Marks : 100****Course Code : CSIB211****Duration : 3 Hrs****No. of page/s:2**

Section-A (All questions are compulsory)**4*5=20**

1. Discuss the real world benefits of ITIL with examples.
2. Discuss the role of project mapping in implementing ITIL.
3. What are the key challenges of IT?
4. What is GAP Analysis in ITIL?

Section-B (All questions are compulsory)**4*10=40**

5. Discuss 6 R's of service strategy with examples.
6. Differentiate between Core, Enabling and Enhancing services. How internal and external services are related with each other?
7. Discuss the Continual improvement process steps in detail using examples.
8. Discuss the different types of measurement and metrics used during implementation of ITIL.

Section C (All questions are compulsory)**2*20=40**

9. What do you understand by the term “Service strategy”? Discuss its benefits in detail. Explain formula for calculating service value using two examples.

OR

What do you understand by the term “Service lifecycle”? Discuss its different phases in detail.

10. Discuss the ITIL approach and implementation steps in detail with diagram and examples.



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Section-A (All questions are compulsory)

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1. What is PDCA cycle?
2. What is the role of Project Mapping in ITIL?
3. What are the key challenges of IT?
4. Discuss the steps to create road map in ITIL?

Section-B (All questions are compulsory)

4*10=40

5. What are the different types of IT service providers? Discuss the different types of customer in detail.
6. Discuss continual service improvement model and its relationship with other processes.
7. What do you understand by the term “Service lifecycle”? Discuss its different phases in detail.
8. Discuss the role of service value in service strategy using examples.

Section C (All questions are compulsory)

2*20=40

9. What is service transition? Discuss its different phases in detail.

OR

Discuss the ITIL approach and implementation steps in detail with diagram and examples.

10. What is continual service process? Discuss its role in ITIL. Discuss the Continual improvement process steps in detail.