

Name:

Enrolment No:



UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
Online End Semester Examination, Dec 2020

Course: ITSM
Program: B. Tech. CSE+IFM
Course Code: CSIT 2005

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

SECTION A

- 1. Each Question will carry 5 Marks**
- 2. Instruction: Complete the statement / Select the correct answer(s)**

S. No.	Question	CO
Q 1	List the major objectives of ITSM,.....,.....	CO3
Q2	List the phases of PPO,.....,.....	CO4
Q3	List the SOA management process,.....,.....	CO3
Q4	List the RCV integral parts,.....,.....	CO2
Q5	List the activities of event management,.....,.....	CO1
Q6	List the activities of problem management,.....,.....	CO3

SECTION B

- 1. Each question will carry 10 marks**
- 2. Instruction: Write short / brief notes**

Q 7	Differentiate ITIL and ITSM operations	CO1
Q 8	Describe the involvements of PPO in IT Or Justify, how PPO increase the quality of IT services with a teal time case study	CO1
Q 9	Differentiate the following SOA, SLA, and SLM with proper examples	CO2
Q 10	Classify the operations of RCV in IT	CO3
Q 11	Explain the importance for the IT service delivery w.r.t OSA	CO2

Section C

- 1. Each Question carries 20 Marks.**
- 2. Instruction: Write long answer.**

Q12	A. Explain the role of event management in OSA 10M B. Make the real time case study on change management 10M Or A. Differentiate the SPM and SCM with real time operations 10M B. Justify, the need of capacity management in IT with real time case study 10M	CO2
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