Name: Enrolment No:	

UPES
End Semester Examination, May 2023

Course: Information Technology Infrastructure Library (ITIL)   **Semester: VI**
Program: B.Tech. CS-(CSF, CCVT, BAO)   **Time   : 03 hrs.**
Course Code: CSIT3017P   **Max. Marks: 100**

Instructions: All Questions are compulsory (Internal Options are available) .

SECTION A (5Qx4M=20Marks)			
S. No.	Write short notes on the following [30-40 words]	**Marks**	**CO**
Q 1	Explain CMS	**4**	**CO1**
Q2	Identify 4 benefits of ITIL V3	**4**	**CO1**
Q3	Differentiate between internal and external services	**4**	**CO2**
Q4	Differentiate between service strategy and Service design	**4**	**CO3**
Q5	Innumerate the different Service strategy concepts.	**4**	**CO2**
SECTION B (4Qx10M= 40 Marks)			
	All questions are compulsory [100-150 words]	**Marks**	**CO**
Q6	Describe in detail the 6 "R"s' of Service Strategy.	**10**	**CO3**
Q7	Explain in detail the benefits of Service Transition	**10**	**CO2**
Q8	Identify and explain the application of PDCA Cycle with an example	**10**	**CO4**
Q9	Explain in detail the different types of IT service provider. Or Identify and explain the different types of Customers & Stakeholders	**10** **OR** **5+5**	**CO4**
SECTION-C (2Qx20M=40 Marks)			
	Q10 is compulsory and choose any 1 question from Q11 [200+ words]	**Marks**	**CO**
Q 10	Explain in detail the Service Portfolio Management	**20**	**CO5**
Q11	Explain in detail the requirement of ITIL Implementation. Or Explain in detail the concept of Process Mapping and GAP Analysis	**20**	**CO5**