UPES

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
End Semester Examination, April/May 2018

Course: IT Service Delivery   **Semester: VI**
Program: B. Tech (CS+IFM)
Subject Code: CSIB328
Time: 03 hrs.   **Max. Marks: 100**

Instructions: Attempt all the questions

SECTION A

S. No.		Marks	CO
Q 1	Share ITIL best practice to identify service improvements	4	CO1
Q 2	Analyze and review metrics, ensuring baselines are taken to determine targets	4	CO1
Q 3	Explain Modelling and draw the flow chart of Demand Management	4	CO2
Q 4	Describe the process document of availability with diagrams	4	CO3
Q 5	Explain major incident and root cause analysis.	4	CO4

SECTION B

Q 6	Develop and review SLAs with the stakeholder groups, ensuring that all resources are in place to meet or exceed these targets	8	CO1
Q 7	Define embedding, validating and testing the SIAM operating model to enhance service integration and management processes	8	CO2
Q 8	Discuss the key drivers of Availability Management	8	CO2
Q 9	Discuss in detail the relationship between Service Continuity Management and Availability Management.	8	CO3
Q 10	Define service design, transformation, transition service integration & improvement, incident and risk management resolution for services.	8	CO4

SECTION-C

Q 11	Discuss in detail the delivery of the team Service Improvement Plan and process.	20	CO3
Q 12	Explain the importance of Initiate, finalize and implement key service improvements and transformation, including the redesign of service desk services, implementation of the web self-serve portal, and developing the standard service catalogue for the department in detail.	20	CO4

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
End Semester Examination, April/May 2018

Course: IT Service Delivery **Semester: VI**
Program: B. Tech (CS+IFM)
Subject Code: CSIB328
Time: 03 hrs. **Max. Marks: 100**

Instructions: Attempt all the questions

SECTION A			
S. No.		**Marks**	**CO**
Q 1	Describe multiple vendor interlock. State the challenges involved to managing a multi-source environment.	4	CO3
Q 2	Draw the flow chart of determine availability requirement and Design availability and Recovery	4	CO4
Q 3	Explain major incident and root cause analysis	4	CO1
Q 4	Identify and record risks and issues that may affect application services	4	CO2
Q 5	Share ITIL best practice to identify service improvements	4	CO3
SECTION B			
Q 6	Discuss in detail the relationship between Service Continuity Management and Availability Management	8	CO3
Q 7	Discuss the key drivers of Availability Management	8	CO3
Q 8	Undertake regular reviews of service provision and customer satisfaction with key stakeholders, in order to generate service improvement plans and increase value and quality.	8	CO1
Q 9	Develop and review SLAs with the stakeholder groups.	8	CO2
Q 10	Define embedding, validating and testing the SIAM operating model to enhance service integration and management processes	8	CO2
SECTION-C			
Q 11	Discuss in detail about risk and issue management within application services.	20	CO5
Q 12	Define customer service impacting risks and issues, ensuring that appropriate mitigating actions are in place	20	CO4