

Name:	
Enrolment No:	

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
End Semester Examination, December 2018

Course: IT Infrastructure Library	Semester: III
Programme: B.Tech-CSE-IT Infrastructure	CSIT2001
Time: 03 hrs.	Max. Marks: 100
Instructions: There is Internal Choice between Q.9, 10 and Q.12, 13	

SECTION A

S. No.	Question	Marks	CO
Q 1	Describe Concept of ITIL with the help of example.	4	CO1
Q.2	Define the requirement for ITIL Implementation.	4	CO3
Q.3	Describe the objective of Service operation in the context of ITIL.	4	CO5
Q.4	Illustrate the Role of Service Strategy in Service Life cycle Model.	4	CO2
Q.5	Discuss your analysis of the Relationship between Providing the Utility of Service and Warranty.	4	CO4

SECTION B

Q.6	Explain the ISO 20000:2011 Standard in the context of IT Service Management.	10	CO3
Q.7	Demonstrate Impact of ITIL in the term of Customer Perspective for IT Service Delivery.	10	CO5
Q.8	Explain the Concept of IT Service Management and Evaluate its Application to enhance the Business Performance.	10	CO5
Q.9	Illustrate the role of 4 P's used in Service Design with the help of example.	10	CO2
OR			
Q.10	Explain the role of Service Operation in Service Life Cycle Model with the help of example.	10	CO2

SECTION-C

Q.11	“Information Technology has Impacted Various Sectors in Modern Era of Computer” Justify the given statement by taking the example of 3 sectors.	20	CO1
Q.12	Demonstrate the Approach and Steps Towards the Implementation of ITIL.	20	CO3
OR			
Q.13	Describe the various Levels of Certification for ITIL Professionals.	20	CO3

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SECTION A

S. No.		Marks	CO
Q 1	Describe Importance of IT in Modern Business.	4	CO1
Q.2	Illustrate the Real world benefits of ITIL.	4	CO3
Q.3	Illustrate the GAP Analysis in the context of ITIL.	4	CO3
Q.4	Describe the Role of Service operation in Service Life cycle Model.	4	CO2
Q.5	Explain the concept of creating the Service Value and How it can be measured?	4	CO4

SECTION B

Q.6	Explain the seven Steps for Continual Improvement Process during ITIL Implementation	10	CO3
Q.7	How the ITIL change the Perspective for IT Service Delivery.	10	CO5
Q.8	Describe the Impact of Service Management Processes to Influence the customer perception about the IT Service.	10	CO5
Q.9	Illustrate the objective of Service Transition with the help of example.	10	CO2
OR			
Q.10	Explain the PDCA Cycle with the help of Diagram along with mention the purpose of this cycle.	10	CO2

SECTION-C

Q.11	Describe the different types of Measurement and Metrics used during the Implementation of ITIL with the help of suitable Diagram.	20	CO3
Q.12	Demonstrate the activities Involved in Service Portfolio Management with the help of example.	20	CO4
OR			
Q.13	Describe the Service Strategy Processes and its Triad with the help of Example.	20	CO4