

GUJARAT TECHNOLOGICAL UNIVERSITY**M. E. - SEMESTER – II • EXAMINATION – SUMMER • 2014****Subject code: 2725102****Date: 18-06-2014****Subject Name: IT Service Management****Time: 02:30 pm - 05:00 pm****Total Marks: 70****Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

- Q.1** (a) What is service management? Explain service life cycle. **07**
- (b) Discuss incident management. **07**
- Q.2** (a) What are individual roles involves in IT Service management? Explain briefly. **07**
- (b) What are the 4 Focus Areas of ITIL V3 with explanation? **07**
- OR**
- (b) Discuss objective of continual service improvement. **07**
- Q.3** (a) What are the main roles of service desk function? **07**
- (b) Explain the statement "Working with well-defined processes is a basic principle of ITIL". **07**
- OR**
- Q.3** (a) What is customer-based Service Level Agreement structure? Explain its attributes. **07**
- (b) An IT department is seeking to set its prices to match those of external suppliers Selling the same services. Discuss the best description of this approach? **07**
- Q.4** (a) What is configuration management plan? Explain with example. **07**
- (b) Describes the goal of Service Level Management? **07**
- OR**
- Q.4** (a) What is the difference between Service Strategy and Service Design? **07**
- (b) List any 6 major questions that financial management would answer and what would be the role of financial management? **07**
- Q.5** (a) Mention the 3 broad categories of an event. Explain with at least two examples each. **07**
- (b) Which steps in 7 step Improvement Process support the CSI? Explain all the steps **07**
- OR**
- Q.5** (a) What is the expected use of Service Strategy for IT Organizations? **07**
- (b) What is unabsorbed cost explain with example? **07**
