

GUJARAT TECHNOLOGICAL UNIVERSITY**M. E. - SEMESTER – II • EXAMINATION – SUMMER • 2014****Subject code: 725102****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) Explain Five major aspects and objectives of service design. **07**
(b) Explain Release and Deployment management and relationship with other service management processes. **07**
- Q.2** (a) Explain Demand Management. **07**
(b) Explain Key concepts of service transition. **07**
- OR**
- (b) Explain Service Portfolio Management (SPM). **07**
- Q.3** (a) Explain Principle activities and objectives of SLM. **07**
(b) Differentiate between Customer-based SLAs, Service-based SLAs and Multi-level SLAs. **07**
- OR**
- Q.3** (a) Explain Change Management. **07**
(b) Explain Relationship between application development and application management. **07**
- Q.4** (a) Explain Key activities of service knowledge management system.(SKMs) **07**
(b) What is service desk and virtual service desk? What are the skills required by service desk staff. **07**
- OR**
- Q.4** (a) Explain Proactive problem management and roles involved in problem management. **07**
(b) Explain Continual Service Improvement process. **07**
- Q.5** (a) Explain key functions of service operation. **07**
(b) Explain roles and responsibility involved in ISM. **07**
- OR**
- Q.5** (a) Explain Key activates and concepts of financial management. **07**
(b) Explain the responsibility of process owner, process manager and service owner. **07**
