

Seat No.: _____

Enrolment No. _____

GUJARAT TECHNOLOGICAL UNIVERSITY
M. E. - SEMESTER – II • EXAMINATION – SUMMER • 2013

Subject code: 725102

Date: 27-12-2013

Subject Name: IT Service Management

Time: 10.30 am – 01.00 pm

Total Marks: 70

Instructions:

1. Attempt question 1, which is compulsory and answer any five from the rest questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right hand indicate the marks.

Q. No. 1

[2 Marks X 10 = 20 Marks]

- a. Name all the publications of ITIL?
- b. What is Service Management?
- c. When is value created for service?
- d. What do you mean by matrix and interfaces?
- e. What is service strategy?
- f. What are the activities performed by service strategy?
- g. What is the role of service portfolio management?
- h. What is demand management?
- i. What is the main focus of Capacity Management?
- j. What are the methods of recovery used in ITSCM?

Q. No. 2

- a. Discuss first phase of ITIL life cycle and all the sections of this phase? [5 Marks]
- b. Discuss service catalogue management? [5 Marks]

Q. No. 3

- a. What is the difference between Service Strategy and Service Design? [5 Marks]
- b. Explain role of process owner? [5 Marks]

Q. No. 4

- a. Name any 10 fields that a service portfolio would cover. [5 Marks]
- b. What is the value of Access management to business? [5 Marks]

Q. No. 5

- a. Write a note about relationship between Problem and Release and Deployment Management. [5Marks]
- b. What is an incident? What are its goals and objectives? [5 Marks]

Q. No. 6

- a. List any 6 major questions that financial management would answer. [6 Marks]
- b. What are the types of events explain with example? [4 Marks]

Q. No. 7

Discuss Access Management and Application Management and explain with example.
[10 Marks]

Q. No. 8

What value does Incident management pass on to the business and discuss its critical factors?
[10 Marks]
