

GUJARAT TECHNOLOGICAL UNIVERSITY
M. E. - SEMESTER – II • EXAMINATION – WINTER • 2014

Subject Code: 725102**Date: 03-12-2014****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 Service life cycle diagram along with diagram? **07**
(b) What is service management and discuss its resources? **07**
- Q.2** (a) Discuss how Change management helps to ensure that the risk of changes impacting the customer is minimized. **07**
(b) What are the responsibilities of service manager? **07**
- OR**
- (b) Discuss functioning of service team. **07**
- Q.3** (a) Discuss service catalogue management? **07**
(b) Explain relationship between Problem, Release and Deployment Management. **07**
- OR**
- Q.3** (a) What are the goals and objectives of Incident Management? **07**
(b) List out any 6 major questions that financial management would answer. **07**
- Q.4** (a) Write note on Access Management and discuss its various aspects. **07**
(b) Which are the actions are included in the Event Management process? **07**
- OR**
- Q.4** (a) What is the role of Service Owner? **07**
(b) What are the five major aspects of service design? **07**
- Q.5** (a) Discuss purpose and objective of Service Operation. **07**
(b) What is importance of communication in service operation? **07**
- OR**
- Q.5** (a) Explain key points to be included in service Level Agreement **07**
(b) Which steps in 7 step Improvement Process support the CSI with explanation? **07**
