

(2½ Hours)

[Total Marks: 75]

- N. B.: (1) **All** questions are **compulsory**.
 (2) Make **suitable assumptions** wherever necessary and **state the assumptions** made.
 (3) Answers to the **same question** must be **written together**.
 (4) Numbers to the **right** indicate **marks**.
 (5) Draw **neat labeled diagrams** wherever **necessary**.
 (6) Use of **Non-programmable** calculators is **allowed**.

1. Attempt any three of the following:**15**

- Explain the principles of Service Management.
- Differentiate between Business and Service units.
- Explain Operational Risk.
- What is Closed loop control system? Summarize the functions of closed loop control system.
- Explain the building blocks of high performance service providers.
- Write a short note on IT Service Management.

2. Attempt any three of the following:**15**

- Explain the objectives of Service Design.
- State the two aspects of Service Catalogue. Explain in detail.
- Explain the risks factors which are directly associated with the Service Design phase.
- Write a short note on IT Service Continuity Management.
- Discuss the challenges faced during the Service Design Process.
- Explain how Business Service Management enables IT components to be linked to the goals of the business.

3. Attempt any three of the following:**15**

- Explain the objectives of Service Transition.
- Discuss the challenges faced for successful Service Transition.
- Write a short note on Change Management.
- State the principles for implementing a formal policy for Service Transition.
- What is Service Validation and Testing? List its objectives.
- Explain the difficult conditions under which Service Transition is implemented.

4. Attempt any three of the following:**15**

- What is Service Operation? Explain the various processes of Service Operations.
- Differentiate between Internal IT and External business view.
- State the risks factors in Service Operations.
- What is Service Management Training? Explain its objectives.
- Explain the three levels in which Capacity Management should operate.
- Write a short note on Access Management.

5. Attempt any three of the following:**15**

- Explain the Deming Cycle.
- Discuss the factors to be considered while making a Communication Plan.
- State and explain the responsibilities of Service Owner.
- Explain the Seven-Step Improvement Process.
- Write a short note on Benchmarking.
- Justify the need of Tools to support CSI activities.