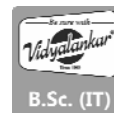


T.Y. B.Sc. (IT) : Sem. VI
IT Services Management



Time : 2½ Hrs.]

Prelim Question Paper

[Marks : 75

- Instruction :** (1) All questions are compulsory.
(2) Make suitable assumptions wherever necessary and state the assumptions made.
(3) Answers to the same questions must be written together.
(4) Numbers to the right indicate marks.
(5) Draw neat labeled diagrams wherever necessary.

1. Attempt any **THREE** question of the following : [15]
(a) What are the benefits of ITSM.
(b) Explain Service Lifecycle in detail with neat diagram.
(c) Write a short note on Creating Service Value
(d) Write a short note on Service Providers
(e) Explain 4ps of strategy.
(f) Define Process and Function.
2. Attempt any **THREE** question of the following : [15]
(a) State the objectives and aspect of Service Design.
(b) Explain about Service Design Process.
(c) Explain about the Supplier Management.
(d) Explain two types of Service Catalogue.
(e) State the different process of Capacity Management.
(f) Explain about Information Security Management.
3. Attempt any **THREE** question of the following : [15]
(a) Explain different principles of Service transition
(b) Explain about Release and deployment management.
(c) Explain about Change management.
(d) Explain about the Service asset and configuration management underpinning contracts will be in the SKMS.
(e) Explain about Service validation and testing.
(f) Explain about Knowledge management.
4. Attempt any **THREE** question of the following : [15]
(a) Explain the scope for Service operation
(b) What do you mean by Function and Group.
(c) What do you mean by terms Team, Department, Division and Role.
(d) What do you mean by the terms Communication and Meeting.
(e) Explain about the Problem management in detail.
(f) Explain about the challenges , critical success factor and risk in service operation.
5. Attempt any **THREE** question of the following : [15]
(a) What do you mean by CSI Register.
(b) Explain the term "Why do measure" in CSI.
(c) Explain about the The seven-step improvement Process in CSI.
(d) Describe about the Objectives of CSI.
(e) What do you mean by Benchmarking in CSI.
(f) Explain about the Roles and responsibilities that support CSI.



T.Y. B.Sc.IT Sem-VI: Paper Discussion Schedule

Date	Day	Timing	Centre
27 April 2019	Saturday	3 pm to 5 pm	Nerul
28 April 2019	Sunday	10 am to 12 pm	Borivali
28 April 2019	Sunday	1 pm to 3 pm	Andheri
29 April 2019	Monday	9 am 11 am	Ghatkopar
29 April 2019	Monday	12 pm to 2pm	Thane
29 April 2019	Monday	3 pm to 5 pm	Dombivali
1 May 2019	Wednesday	10 am to 12 pm	Dadar