

## M.Sc. (Sem.-II) Examination

410

ITIMS : ITIL

May-2017

Time : 3 Hours]

[Max. Marks : 70

**Instructions:**

1. Figures to the right indicates full marks
2. Neat diagrams must be drawn wherever necessary.

Q-1) Answers the following questions (Any Three)

(12)

- 1) Define Service Catalog Management Process.
- 2) Define Supplier Management Process.
- 3) Explain Capacity Management Process.
- 4) Explain Service Strategy lifecycle.

Q-2) Answer the following questions

(16)

**1. A customer-based Service Level Agreement structure includes:**

- A. An SLA covering all Customer groups and all the services they use
- B. SLAs for each service that are Customer-focused and written in business language
- C. An SLA for each service type, covering all those Customer groups that use that Service
- D. An SLA with each individual Customer group, covering all of the services they use

**2. An IT department is seeking to set its prices to match those of external suppliers selling the same services. Which one of the following is the best description of this approach?**

- A. The going rate that is agreed with Customers
- B. Market rate
- C. Cost-plus
- D. Profitable

**3. Which of the following is not an element of Availability Management?**

- A. Verification
- B. Security
- C. Reliability
- D. Maintainability

**4. To enable a new Service Desk management tool to be implemented, the capacity of the servers has to be extended. Who is responsible for managing the request for additional capacity?**

- A. Service Level Manager
- B. Capacity Manager
- C. Change Manager
- D. Financial Manager

**5. Which one of the following is NOT necessarily a direct benefit of implementing a formal Incident Management process?**

- A. Improved user satisfaction
- B. Incident volume reduction
- C. Elimination of lost incidents
- D. Less disruption to both IT support staff and users

**6. Configuration Management plans should be integrated with those of:**

- A. Change & Release Management
- B. Service Level Management
- C. IT Service Financial & Continuity Management.
- D. Change & Capacity Management

**7. Possible problems with Change Management include:**

(P.T.O)

- A. Lack of ownership of impacted services B. Increased visibility and communication of changes C. Better alignment of IT services to actual business needs  
D. The ability to absorb a larger volume of change
8. **Which of the following activities is NOT included in the Operational Management stage of the Continuity Management Life-cycle?**
- A. Develop Procedures and Initial Testing B. Education and Awareness  
C. Review, Audit and Assurance D. Ongoing Training and Testing
9. **Intermediate Recovery is initially concerned with which of the following time periods?**
- A. 4 to 24 hours B. More than 72 hours C. 24 to 72 hours D. 4 to 8 hours
10. **What is SOA within Availability Management?**
- A. System Optimisation Approach B. Systematic Operational Adjustment  
C. Serviceability of Applications D. Service Outage Analysis
11. **Which one of the following is NOT a major CI type?**
- A. Documentation B. Software C. Purchase order D. Accommodation
12. **Which of the following statements is true?**
- A. An urgent release is always a delta release B. a full release may contain package and delta releases C. package release may contain full and delta releases  
D. a full release may contain several delta releases
13. **Which of these is NOT a recognised Service Desk structure?**
- A. Remedial Service Desk B. Virtual Service Desk C. Local Service Desk  
D. Central Service Desk
14. **At what point does an Incident turn into a Problem?**
- A. When it is urgent B. When it is a Major Incident C. If the person reporting the incident is very senior  
D. Never
15. **The scope of a Release can best be defined by:**
- A. The RFCs that it satisfies B. The number of updates to the OHS  
C. Service Level metrics D. The DSL configuration
16. **For which of these activities is the Change Manager responsible?**
- A. Chairing the CAB  
B. Establishing the root cause of a Capacity Incident which has led to an RFC being raised  
C. Devising the backout plan for a significant Change  
D. Ensuring a Release has reached the target C is

Q-3) Answer the following questions (Any Three)

(9)

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- 1) What is the Configuration Management plan ?
- 2) What is the Difference between Asset and a Configuration Item ?.
- 3) What is configuration Management as per ITIL?
- 4) What is knowledge Management from an ITIL perspective.?

Q-4) Answer the following questions (16)

- 1 Explain HPSM and OTRS as service management tool.
- 2 Write a brief note on Service Transition Lifecycle Stage.
- 3 Explain note on Change Management Process.
- 4 Explain the Release Management Process.
- 5 Write a brief on 7step improvement process.

Q-5) Answer the following questions (Any Three) (12)

- 1) Explain Service Operation Lifecycle Stage.
- 2) Explain Service operation process.
- 3) Explain the Incident Management Process.
- 4) Explain the Problem Management Process.

Q-6) Answer the following questions (Any Five) (5)

- 1) What is mean by ITIL.
- 2) What is service strategy in ITIL.
- 3) Write is the life cycle of ITIL.
- 4) Explain the incident management in ITIL ?
- 5) What is change management process in ITIL?

\*\*\*\*\*BEST OF LUCK\*\*\*\*\*

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