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M.Sc. I.T. (Sem.-2) (IT-IMS　　) Examination
MSCIM 410
I. T. I. L.
April 2019

Candidate's Seat No :_____

Time : 2-30 Hours]

[Max. Marks : 70

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

Q-1 Select any one Answer. (Multiple choice question)

[14]

1. Which of the following is not a recognized source of IT best practices according to ITIL?

   a) Proprietary knowledge

   b) Industry standards

   c) Training

   d) Auditors

2. What is an IT service made up of?

   a) A combination of information technology, people, and processes

   b) A combination of best practices, information technology, and outcomes

   c) A combination of best practices, outcomes, and inputs

   d) A combination of controls, outcomes, and inputs

3. To properly understand the value of a service, the IT service provider requires three pieces of information. Which of these is not one of the pieces of information?

   a) The services IT provided

   b) What the services achieved

   c) Who designed the services

   d) How much the services cost

4. Which of these statements represents an objective of service portfolio management?

   a) Deliver authorized change requests

   b) Maintain records of all service components and their relationships.

   c) Maintain the definitive managed portfolio of services provided by the service provider.

   d) Provide accurate information about the service level achievements for core services.

5. Service level requirements are related to which of the following?

   a) Utility

   b) Warranty

   c) Change records

   d) Configuration records

6. Availability management considers VBFs. What does VBF stand for?

   a) Viable business factors

   b) Vital business functions

   c) Visibility, benefits, functionality

   d) Vital business facilities

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7. Which one of the following should IT services deliver to customers?

a) Capabilities

b) Cost

c) Risk

d) Value

8. The addition, modification or removal of an authorized, planned or supported service or service component and its associated documentation is a definition of what?

A) Change

b) A change model

c) A change request

d) A change advisory board

9. Which one of the following is NOT the responsibility of service catalogue management?

a) Ensuring that information in the service catalogue is accurate

b) Ensuring that service level agreements are maintained

c) Ensuring that information in the service catalogue is consistent with information in the service portfolio

d) Ensuring that all operational services are recorded in the service catalogue

10. Which process is responsible for low risk, frequently occurring, low cost changes?

a) Demand management

b) Incident management

c) Release and deployment management

d) Request fulfilment

11. Which one of the following can help determine the level of impact of a problem?

a) Definitive media library (DML).

b) Configuration management system (CMS).

c) Statement of requirements (SOR).

d) Standard operating procedures (SOP).

12. Which of the following processes contributes MOST to quantifying the financial value of IT services to the business?

a) Service level management

b) Financial management

c) Demand management

d) Risk management

13. Which two elements of financial management for IT services are mandatory?

a) Budgeting and charging

b) Accounting and charging

c) Budgeting and accounting

d) Costing and charging

14. Which stage of the service lifecycle includes the scope of service retirement and transfer of services between service providers?

a) Service transition

b) Service level management

c) Service operation

d) Service design

Question-2   Answer the Following.   **[14]**

a) Explain ITIL lifecycle.   **[7]**
b) How much processes and functions include in ITIL life cycle? List the processes of service strategy and explain service portfolio management.   **[7]**

Question-3   Answer the Following.   **[14]**

(i)   Write the Full forms of (any 10)   **[10]**

BRM, SLT, SLA, OLA, WLA, KPI, SDP, VBF, ISP, DML, CAB, KEDB, CMDB, CI, ITIL

(ii)   What is agreement? List the types of agreement which is included in service design.   **[4]**

Question-4   Answer the Following.   **[14]**

(i)   Explain seven step improvement process.   **[7]**
(ii)   List the processes of service designs and explain any two services from that.   **[7]**

OR

List the functions of service operation and explain any one from that.

Question-5   Answer the Following.   **[14]**

(i)   Explain change management, risk management, problem management.   **[7]**
(ii)   What is agreement? List the types of agreement which is included in service design.   **[4]**
(iii) Explain release and deployment management.   **[3]**

OR

Explain Availability, reliability, maintainability and serviceability.