

MSc IT IMSCT Sem-3 Examination

MSCIMS-503

IT Service Mgmt Termi &amp; Key Con

December-2024

Time : 2-30 Hours]

[Max. Marks : 70

**Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Do not write anything on the question paper.

			Marks
Q.1	(a)	Explain the four dimensions of IT service management.	14
		OR	
Q.1	(b)	What is Organization? Explain Organizations, service providers, service consumers, and other stakeholders.	14
Q.2	(a)	What is Service Value System (SVS)? Explain it in details.	14
		OR	
Q.2	(b)	Explain Products and Services.	14
Q.3	(a)	Explain ITIL Management Practices.	14
Q.3	(b)	Describe Service Financial Management.	14
		OR	
Q.4	(a)	Explain Service Relationships model.	14
Q.4	(b)	What are Value streams? Explain Value streams for service management.	14
Q.5	(a)	Who is the service consumer? Explain the creation of value for service consumers.	14
Q.5	(b)	What is feedback? Explain the role of feedback.	14