

M.Sc. IT IMS Sem.-3 Examination

MSCIMS-503

IT Ser Mgmt. Terminology & Key Concepts

Time : 2.30 Hours]

December-2025

[Max.Marks : 70

Instructions:

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

| Q.1 | Perform MQCs. | Marks |
|-----|--|-----------|
| | | 20 |
| (1) | Who is a 'Stakeholder'? (A) Only the person paying for the service. (B) Only the people building the service. (C) Any person or organization that has an interest or involvement in an organization, product, service, practice, or other entity. (D) The government only. | |
| (2) | "Working in silos can result in a lack of information sharing." Which principle fights this behavior? (A) Keep it simple and practical (B) Collaborate and promote visibility (C) Start where you are (D) Optimize and automate | |
| (3) | The three pillars of Information Security Management are: (A) People, Process, Technology (B) Confidentiality, Integrity, Availability (C) Utility, Warranty, Value (D) Plan, Do, Check, Act | |
| (4) | In the ITIL v3 Lifecycle, which stage involves the day-to-day management of the technology and processes? (A) Service Design (B) Service Transition (C) Service Operation (D) Continual Service Improvement | |
| (5) | What is a 'Service Request'? (A) A request from a user that initiates a service action (e.g., password reset) which has been agreed as a normal part of service delivery. (B) A report that the server is down. (C) A request to rewrite the entire software code. (D) A complaint about a staff member. | |
| (6) | Which dimension involves the contracts and relationships between the organization and other organizations involved in the design/delivery of services? (A) Organizations and People (B) Partners and Suppliers (C) Information and Technology (D) Value Streams and Processes | |

| | | |
|------|---|--|
| (7) | <p>Which practice includes the classification, ownership, and communication of requests from users?</p> <p>(A) Service Desk (B) Architecture Management (C) Strategy Management (D) Risk Management</p> | |
| (8) | <p>A 'Problem' is defined as:</p> <p>(A) An unplanned interruption to a service. (B) A cause, or potential cause, of one or more incidents. (C) A detailed history of a user's request. (D) A modification to a system configuration.</p> | |
| (9) | <p>Which Guiding Principle recommends organizing work into smaller, manageable sections that can be executed and finished in a timely manner?</p> <p>(A) Think and work holistically (B) Progress iteratively with feedback (C) Focus on value (D) Collaborate and promote visibility</p> | |
| (10) | <p>Which of the following best describes an 'External Customer'?</p> <p>(A) The HR department asking IT to reset a password. (B) A person or organization outside the provider's organization that purchases services. (C) An employee using the internal email system. (D) A manager overseeing the IT department.</p> | |
| (11) | <p>Which element of the SVS creates a model for the creation, delivery, and ongoing improvement of services?</p> <p>(A) Guiding Principles (B) Service Value Chain (C) Governance (D) Continual Improvement</p> | |
| (12) | <p>What is a 'Standard Change'?</p> <p>(A) A change that must be implemented immediately. (B) A high-risk change requiring board approval. (C) A low-risk, pre-authorized change that is well understood. (D) A change to the business strategy.</p> | |
| (13) | <p>Which practice is responsible for minimizing the negative impact of incidents by restoring normal service operation as quickly as possible?</p> <p>(A) Problem Management (B) Change Control (C) Incident Management (D) Service Desk</p> | |
| (14) | <p>In the Service Value Chain, which activity ensures a shared understanding of the vision and direction?</p> <p>(A) Engage (B) Plan (C) Improve (D) Obtain/Build</p> | |
| (15) | <p>What is the definition of 'Utility'?</p> <p>(A) Fitness for use (assurance) (B) Fitness for purpose (functionality) (C) The cost of the service (D) The speed of the service</p> | |

| | | | |
|------------|------|--|-----------|
| | (16) | "Eliminate anything that is truly wasteful and use technology to achieve whatever you can." Which guiding principle is this? (A) Focus on value (B) Start where you are (C) Optimize and automate (D) Progress iteratively with feedback | |
| | (17) | Which of the 4 Dimensions focuses on workflows, value streams, and the efficiency of activities? (A) Organizations and People (B) Information and Technology (C) Partners and Suppliers (D) Value Streams and Processes | |
| | (18) | In the context of service relationships, who authorizes the budget for the service consumption? (A) User (B) Customer (C) Sponsor (D) Supplier | |
| | (19) | If an "Output" is a report generated by a system, what is the "Outcome"? (A) The ink and paper used to print it. (B) The ability of the manager to make a better business decision using that report. (C) The software used to create the report. (D) The time it took to print. | |
| | (20) | Which term describes a set of specialized organizational capabilities for enabling value for customers in the form of services? (A) Service Management (B) ITIL (C) Governance (D) Service Value System | |
| Q.2 | | Attempt Any one | 10 |
| | [A] | Define the concept of a "Service Offering." Detailed the components of a service offering (Goods, Access to Resources, and Service Actions) with relevant examples. Also, explain the difference between a Service Provider and a Service Consumer. | |
| | | OR | |
| | [B] | Explain the concept of "Value" in the context of ITIL 4. Why is the shift from "Delivering Value" to "Value Co-creation" considered a major improvement in modern Service Management? | |
| Q.3 | | Attempt Any one | 10 |
| | [A] | Define the Service Value Chain (SVC). List the six key activities of the SVC (Plan, Improve, Engage, Design & Transition, Obtain/Build, Deliver & Support) and explain how they interact to transform demand into value. | |
| | | OR | |
| | [B] | Explain the ITIL Service Value System (SVS) diagrammatically. List its five core components and briefly describe the role of "Governance" and "Continual Improvement" within the SVS. | |
| Q.4 | | Attempt Any one | 10 |
| | [A] | Write detailed notes on the following ITIL 4 Practices: Problem Management: (Focus on Reactive vs. Proactive problem management). Information Security Management: (Focus on CIA triad). Service Desk: (Focus on the evolution from "Help Desk" to "Service Desk"). | |

| | | | |
|------------|-----|--|-----------|
| | | OR | |
| | [B] | Select the following two ITIL Guiding Principles and explain them in detail: Progress iteratively with feedback Think and work holistically Explain how ignoring these principles can lead to project failure. | |
| Q.5 | | Attempt Any one | 10 |
| | [A] | Define the terms "Process" and "Organization" in the context of ITIL. Explain the concept of "Output" versus "Outcome" using a real-world example (e.g., a Wedding Photographer or an Online Banking App). | |
| | | OR | |
| | [B] | Describe the traditional ITIL v3 Service Lifecycle. Write a detailed note on the objectives of Service Strategy and Service Design. | |
| Q.6 | | Attempt Any one | 10 |
| | [A] | "A service must have both Utility and Warranty to provide value." Discuss this statement. Can a service have high Utility but low Warranty? Give an example. | |
| | | OR | |
| | [B] | Describe the "Information and Technology" and "Partners and Suppliers" dimensions of Service Management. What factors should be considered when analysing these dimensions? | |

-x-