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Candidate's Seat No : \_\_\_\_\_

IMSc IT (IMS&CS) Sem.-6 Examination

IMS-602

IT Service Management

Time : 2-30 Hours]

May-2025

[Max. Marks : 70

**Q.1. Select the most appropriate option on your computer system: [20 Marks]**

**1. The "I" in ITSM refers to?**

- (A) Internet (B) Information (C) Informatics (D) Industrial

**2. Service designed which fail to deliver expected outcome are?**

- (A) Operational Risks (B) Design Risks  
(C) Service Provider Risks (D) Market Risks

**3. The goal of \_\_\_\_\_ is to assure that a service will provide value to the customers and their business.**

- (A) Service Testing (B) Service Design  
(C) Service Management (D) Service Transition

**4. Which type of service provider is considered as Type 1?**

- (A) Internal (B) External (C) Shared (D) Combined

**5. The benefits of applying ITSM practices vary depending on \_\_\_\_\_ needs.**

- (A) People (B) Customer (C) Organization (D) Supplier

**6. There should be \_\_\_\_\_ re-use of established processes and system policies.**

- (A) Minimum (B) Maximum (C) Stable (D) External

**7. \_\_\_\_\_ is composed of all tactic experience, ideas, insights and values.**

- (A) Information (B) Wisdom (C) Knowledge (D) Data

**8. \_\_\_\_\_ is a set of specialized organization capabilities for providing value to customers in the form of services.**

- (A) Service Design (B) Service Transition  
(C) Continual Service (D) Service Management

(P.T.O)

**9. The risks of \_\_\_\_\_ include shortage of finances, deployment into different financial year.**

- (A) Management                      (B) Finance                      (C) Control                      (D) Organization

**10. Challenges and Opportunities are suited with appropriate knowledge, skills and \_\_\_\_\_.**

- (A) Cost                      (B) Risks                      (C) Experience                      (D) Techniques

**11. The purpose of \_\_\_\_\_ is to ensure that standardized methods and procedures are used for efficient and prompt handling of all changes.**

- (A) Service Management                      (B) Change Management  
(C) Transition Management                      (D) Knowledge Management

**12. What does CSI stand for?**

- (A) Continual System Information                      (B) Continual Service Information  
(C) Continual Service Improvement                      (D) Continual System Improvement

**13. \_\_\_\_\_ are measurable, specific and respond to events.**

- (A) Functions                      (B) Process                      (C) Tasks                      (D) Self-loops

**14. Additional unplanned costs to services in transition is?**

- (A) Challenge                      (B) Critical Success Factor                      (C) Risk                      (D) Problem

**15. Amongst the following which is/are frameworks in CSI**

- (A) COBIT                      (B) PRINCE2                      (C) PMBOK                      (D) All of the Above

**16. \_\_\_\_\_ are tangible or intangible assets that are owned or controlled by Service Provider.**

- (A) Resources                      (B) Skills                      (C) Tasks                      (D) Process

**17. \_\_\_\_\_ is defined as uncertainty of an outcome.**

- (A) Complexity                      (B) Coordination                      (C) Control                      (D) Risk

**18. The four P's of Service Strategy include: Perspective, Position, \_\_\_\_\_, Pattern.**

- (A) People                      (B) Process                      (C) Plan                      (D) Patron

**19. The \_\_\_\_\_ of a service is defined in terms of business outcomes that customers expect.**

- (A) Utility                      (B) Warranty                      (C) Process                      (D) Function

**20. The Release policy of the Service Transition Policy include?**

- (A) Purpose                      (B) Context                      (C) Scope                      (D) Unique Identification

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**Q.2. Please write answers of below questions:**

**[50 Marks]**

- (1) What is the service management? Benefits of the Service Management & Draw the life cycle diagram of the Service Management. **[5 Marks]**
- (2) Explain the fundamental components of ITSM? **[5 Marks]**
- (3) Explain the Service Design Activities with Diagram **[5 Marks]**
- (4) What is the ISM? Explain the various types of ISM Policies. **[5 Marks]**
- (5) What is Change Management? Explain its benefits and 7 Rs of the Change Management. **[7 Marks]**
- (6) **Please Prepare the Change Management Request of below Case [8 Marks]**

There is an existing website currently in operation. As per management's requirements, the website needs to be redesigned with a new look and enhanced with additional features. Please plan the website upgrade and initiate the Change Management Process for implementation.

**(7) Please Prepare the Incident Management Request of below Case [8 Marks]**

In our organization, a server hosted in the on-premises data center is experiencing performance issues. The server is configured with 32 GB RAM and runs Windows Server 2016 Standard Edition. An application and its associated database are hosted on this server.

Users have reported that for the past 3-4 days, they have been experiencing website-related issues—the site sometimes loads slowly and, at times, the web interface does not display correctly.

Please investigate this incident, identify the root cause, and proceed with the Incident Management Process to resolve the issue.

**(8) Explain Risk Management in Detail. Give me one example of the Risk Management**

**[7 Marks]**

**∞ End Of Paper ∞**