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## GUJARAT TECHNOLOGICAL UNIVERSITY ME SEMESTER IL-EXAMINATION - SUMMER 2017

M.E. SEMESTER II -EXAMINATION - SUMMER 2017 Subject code: 3725102 Date: 26/05/2017 **Subject Name: IT Service Management** Time: 02:30 PM to 05:00 PM **Total Marks: 70 Instructions:** 1. Attempt all questions. 2. Make suitable assumptions wherever necessary. 3. Figures to the right indicate full marks. **Q.1** (a) Draw Figure of Key activities of Service Lifecycle stages and discuss **(b)** Draw and explain incident management process flow 07 **Q.2** (a) Draw and explain Service Asset and configuration management. 07 **(b)** Define Service and Service Lifecycle with its diagram. 07 OR (b) Define term Process and explain Process characteristics with process 07 structure diagram. 0.3 (a) Define Service Strategy. Mention Four Ps of Strategy. Discuss SERVICE **07** MANAGEMENT AS A STRATEGIC ASSET 07 **(b)** Explain Service Desk Structure. OR (a) Discuss 'BEST PRACTICE' VERSUS 'GOOD PRACTICE' and draw 0.3 07 figure for source for good practice and mention four characteristics. (b) Draw and explain service continuity management lifecycle **07 Q.4** (a) Draw and explain Capacity management overview with sub-processes **07** (b) Draw and explain Information Security Management System. 07 (a) Define Service Level Agreement. Explain Customer-based SLAs, **Q.4** 07 Service-based SLAs, Multi-level SLAs. **(b)** What are the objectives of service catalogue management? List out the information that must include in service catalogue. 0.5 (a) Define purpose and objective of Service Portfolio Management. Draw **07** Figure for Service Portfolio management lifecycle. **(b)** Discuss Service transition lifecycle stages **07** 

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(b) Draw figure for service portfolio and Discuss three separate 07

(a) Draw and explain Service knowledge management system

Q.5

components.

07