Seat No.:	

GUJARAT TECHNOLOGICAL UNIVERSITY

M. E. - SEMESTER – II • EXAMINATION – SUMMER • 2014 Subject code: 2725102 Date: 18-06-2014

Subject Name: IT Service Management

Time: 02:30 pm - 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)	What is service management? Explain service life cycle.	07
	(b)	Discuss incident management.	07
Q.2	(a) (b)	What are individual roles involves in IT Service management? Explain briefly. What are the 4 Focus Areas of ITIL V3 with explanation?	07 07
	a >	OR	0.5
	(b)	Discuss objective of continual service improvement.	07
Q.3	(a)	What are the main roles of service desk function?	07
	(b)	Explain the statementö Working with well-defined processes is a basic principle of ITILö.	07
		OR	
Q.3	(a)	What is customer-based Service Level Agreement structure? Explain its attributes.	07
	(b)	An IT department is seeking to set its prices to match those of external suppliers Selling the same services. Discuss the best description of this approach?	07
Q.4	(a) (b)	What is configuration management plan? Explain with example. Describes the goal of Service Level Management? OR	07 07
Q.4	(a)	What is the difference between Service Strategy and Service Design?	07
	(b)	List any 6 major questions that financial management would answer and what would be the role of financial management?	07
Q.5	(a)	Mention the 3 broad categories of an event. Explain with at least two examples each.	07
	(b)	Which steps in 7 step Improvement Process support the CSI? Explain all the steps	07
Q.5	(a)	OR What is the expected use of Service Strategy for IT Organizations?	07
~.v	. ,		
	(b)	What is unabsorbed cost explain with example?	07
