			it No IVERSITY	
M.E –II st SEMESTER–EXAMINATION – JUL Subject code: 725102 Subject Name: IT Service Management Time: 10:30 am – 13:00 pm			Date: 09/07/2012 Total Marks: 70	
				Instr
2.	Mal	empt all questions. ke suitable assumptions wherever necessary. ares to the right indicate full marks.		
Q.1	(a)	Explain Service Lifecycle.	07	
C.		Explain key concept of service strategy.	07	
Q.2	(a)	Explain Key processes and Activity of Service Strategy.	07	
	(b)	Explain principles of Service Design.	07	
	(b)	OR	07	
	(b)	Explain SCM and SLM.	07	
Q.3	(a)	Explain ITSCM and ISM.	07	
	(b)	1 0	07	
0.3	()	OR	07	
Q.3	(a)	(i) Explain service asset and configuration management.(ii) Explain knowledge management.	07	
	(b)	Explain key activity of service operation.	07	
Q.4	(a)	Explain continual service improvement model.	07	
Q.1	(b)	•	07	
	. ,	OR		
Q.4	(a)	1 1	07	
Q.4	(b)	Explain goal of service measurement.	07	
Q.5	(a)	Explain role and responsibility involved in Service Design.	07	
-	(b)	Explain SDP.	07	
		OR		

(b) Explain types of metrics that an organization needs to collect to 07 support service improvement activities as well as other process

Q.5

(a) Explain ITIL qualification scheme.

activities

70

07