GUJARAT TECHNOLOGICAL UNIVERSITY M. E SEMESTER – II • EXAMINATION – SUMMER • 2013			
Subjec	et code: 725102	Date: 27-1	2-2013
Subject Name: IT Service Management Time: 10.30 am – 01.00 pm		Total Marks: 70	
1. <i>1</i> . 2. 1	Attempt question 1, which is compulsory and answer any Make suitable assumptions wherever necessary. Figures to the right hand indicate the marks.	five from the res	st questions.
b. V c. V d. V e. V f. V g. V i. V	Name all the publications of ITIL? What is Service Management? When is value created for service? What do you mean by matric and interfaces? What is service strategy? What are the activities performed by service strategy? What is the role of service portfolio management? What is demand management? What is the main focus of Capacity Management? What are the methods of recovery used in ITSCM?	[2 Mar	ks X 10 = 20 Marks
	2 Discuss first phase of ITIL life cycle and all the sections of Discuss service catalogue management?	of this phase?	[5 Marks] [5 Marks]
	3 What is the difference between Service Strategy and Servi Explain role of process owner?	ice Design?	[5 Marks] [5 Marks]
	Name any 10 fields that a service portfolio would cover. What is the value of Access management to business?		[5 Marks] [5 Marks]
	5 Write a note about relationship between Problem and Rele What is an incident? What are its goals and objectives?	ease and Deployi	ment Management. [5Marks] [5 Marks]
	6 List any 6 major questions that financial management wor What are the types of events explain with example?	uld answer.	[6 Marks] [4 Marks]
Q. No. 7	Discuss Access Management and Application Management	nt and explain w	ith example. [10 Marks]
-	What value does Incident management pass on to the busi	iness and discuss	its critical factors?

Enrolment No._____

Seat No.: _____

[10 Marks]