GUJARAT TECHNOLOGICAL UNIVERSITY
M. E. - SEMESTER – II • EXAMINATION – WINTER • 2014

Subject Code: 2725102   **Date: 03-12-2014**
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)**	Explain Service life cycle diagram along with diagram?	**07**
	(b)	What is service management and discuss itøs resources?	**07**
Q.2	**(a)**	Discuss how Change management helps to ensure that the risk of changes impacting the customer is minimized.	**07**
	(b)	What are the responsibilities of service manager?	**07**
		OR	
	(b)	Discuss functioning of service team.	**07**
Q.3	**(a)**	Discuss service catalogue management?	**07**
	(b)	Explain relationship between Problem, Release and Deployment Management.	**07**
		OR	
Q.3	**(a)**	What are the goals and objectives of Incident Management?	**07**
	(b)	List out any 6 major questions that financial management would answer.	**07**
Q.4	**(a)**	Write note on Access Management and discuss its various aspects.	**07**
	(b)	Which are the actions are included in the Event Management process?	**07**
		OR	
Q.4	**(a)**	What is the role of Service Owner?	**07**
	(b)	What are the five major aspects of service design?	**07**
Q.5	**(a)**	Discuss purpose and objective of Service Operation.	**07**
	(b)	What is importance of communication in service operation?	**07**
		OR	
Q.5	**(a)**	Explain key points to be included in service Level Agreement	**07**
	(b)	Which steps in 7 step Improvement Process support the CSI with explanation?	**07**

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