

Total No. of Questions : 12]

SEAT No. :

P1808

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[Total No. of Pages : 2

S.Y. M.C.A. (Engg.)

IT SERVICE MANAGEMENT

(2013 Course) (Semester-IV) (Elective-I) (410912)

Time : 3 Hours]

[Max. Marks : 50

Instructions to the candidates:

- 1) *Neat diagrams must be drawn wherever necessary.*
- 2) *Figures to the right indicate full marks.*
- 3) *Use of calculator is allowed.*
- 4) *Assume suitable data if necessary.*

Q1) What is service management? Differentiate between best practice & good practices. **[8]**

OR

Q2) a) What is service management benchmarking? **[2]**

b) Explain the current status & future prospects of service management with suitable example. **[6]**

Q3) a) Explain the four P's of strategy. **[4]**

b) Explain service life cycle & service strategy. **[4]**

OR

Q4) What is service design? Explain any three major aspects of service design. **[8]**

Q5) a) What are the purpose & objectives of service transition? **[4]**

b) Explain the key activities & function of service operation. **[5]**

OR

Q6) What is continual service improvement? Explain their purpose, objectives & key principal. **[9]**

P.T.O.

Q7) Write in brief about service continuity management, with real time application on it. [8]

OR

Q8) Explain the service management processes relationship, metrics & roles of service continuity management. [8]

Q9) a) Explain the information security policies. [4]

b) Explain the information security management system. [4]

OR

Q10) What is access management & facilities management process? [8]

Q11) Explain IT operations management in brief with scope, purpose & objectives. [9]

OR

Q12) Explain Technical Management in brief with scope, purpose & objectives. [9]

