

ITSM ASSIGNMENT 1

1. What is ITIL? Explain in brief.
2. Explain business process.
3. Write a short note on process and function across service life cycle.
4. Explain four P's of service strategy with diagram.
5. Explain the principles of service management.
6. Differentiate between business and service unit.
7. What is Risk? Explain the phases of risk.
8. Explain the types of risk.
9. Explain in brief about operational Risk.
10. Explain the service portfolio, pipeline, and catalogue with diagram.
11. Explain in brief about closed-loop control system.
12. Write a short note on Efficiency and effectiveness.
13. Explain the principles of measurement.
14. Write a short note on transfer risk.
15. Write a short note on design risk.