(2½ Hours)

[Total Marks: 75]

N. B.: (1) **All** questions are **compulsory**.
   (2) Make **suitable assumptions** wherever necessary and **state the assumptions** made.
   (3) Answers to the **same question** must be **written together**.
   (4) Numbers to the **right** indicate **marks**.
   (5) Draw **neat labeled diagrams** wherever **necessary**.
   (6) Use of **Non-programmable** calculators is **allowed**.

1.   Attempt *any three* of the following: **15**
a.   Explain the principles of Service Management.
b.   Differentiate between Business and Service units.
c.   Explain Operational Risk.
d.   What is Closed loop control system? Summarize the functions of closed loop control system.
e.   Explain the building blocks of high performance service providers.
f.   Write a short note on IT Service Management.

2.   Attempt *any three* of the following: **15**
a.   Explain the objectives of Service Design.
b.   State the two aspects of Service Catalogue. Explain in detail.
c.   Explain the risks factors which are directly associated with the Service Design phase.
d.   Write a short note on IT Service Continuity Management.
e.   Discuss the challenges faced during the Service Design Process.
f.   Explain how Business Service Management enables IT components to be linked to the goals of the business.

3.   Attempt *any three* of the following: **15**
a.   Explain the objectives of Service Transition.
b.   Discuss the challenges faced for successful Service Transition.
c.   Write a short note on Change Management.
d.   State the principles for implementing a formal policy for Service Transition.
e.   What is Service Validation and Testing? List its objectives.
f.   Explain the difficult conditions under which Service Transition is implemented.

4.   Attempt *any three* of the following: **15**
a   What is Service Operation? Explain the various processes of Service Operations.
b   Differentiate between Internal IT and External business view.
c   State the risks factors in Service Operations.
d   What is Service Management Training? Explain its objectives.
e   Explain the three levels in which Capacity Management should operate.
f   Write a short note on Access Management.

5.   Attempt *any three* of the following: **15**
a.   Explain the Deming Cycle.
b.   Discuss the factors to be considered while making a Communication Plan.
c.   State and explain the responsibilities of Service Owner.
d.   Explain the Seven-Step Improvement Process.
e.   Write a short note on Benchmarking.
f.   Justify the need of Tools to support CSI activities.

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