

Unit-I
<p>Q1. What is ITIL? List its various stages</p> <p>Q2. Explain various terminologies related to ITSM.</p> <p>Q3. What is service? Explain with Example</p> <p>Q4. Why do we need IT Service Management?</p> <p>Q5. What are four perspectives of ITSM?</p> <p>Q6. Draw and explain Service lifecycle.</p> <p>Q7. Explain Function and Processes across lifecycle.</p> <p>Q8. List and explain various service providers in ITSM.</p> <p>Q9. List and explain four activities involved in service strategy.</p> <p>Q10. What is risk? List and explain its various phases.</p>
Unit-II
<p>Q1. Explain the major aspects of service design. Also state the objectives of Service Design.</p> <p>Q2. List various processes of service design. Write the goal of any five.</p> <p>Q3. Write the goal of Service Catalogue management. Explain the following</p> <p>a)Business Service Catalogue</p> <p>b)Technical Service Catalogue</p> <p>Q4. Explain following terminologies with respect to service level management.</p> <p>a) Service Level Agreement</p> <p>b) Operational level agreement</p> <p>c) Underpinning contract</p> <p>Q5. List and explain different types of SLA structure. And what are the important factors considered when choosing the SLA structure?</p> <p>Q6. What is the goal of capacity management? List and explain the sub-processes of capacity management.</p> <p>Q7. List and explain various activities of capacity management.</p> <p>Q8. What is the goal of availability management? Write Objectives & responsibility of availability management.</p> <p>Q9. Explain the following terms a) Availability b) Reliability c)Maintainability d)Serviceability</p> <p>Q10. What is the goal of IT service continuity management? List and explain various activities of IT service continuity management.</p> <p>Q11. What is the goal of Information Security Management? What are the four perspectives and responsibilities of ISM?</p> <p>Q12. Write the objectives and responsibilities of Supplier management.</p>
Unit-III
<p>Q1. What is Service Transition? What is the objective of Service Transition phase?</p> <p>Q2. List various processes of Service Transition phase. Write the goal of each.</p> <p>Q3. What is Change Management? What are the goals & objectives of change management?</p> <p>Q4. List and explain different types of changes.</p> <p>Q5. Write the goal of Service Asset and Configuration Management?</p> <p>Q6. List and explain various Configuration Management Activities.</p> <p>Q7. List various options for the deployment of Releases.</p> <p>Q8. Explain the following terminologies with respect to Release & Deployment:</p> <p>a). Release b). Release Unit</p> <p>c). Release Package d). Definitive Media Library (DML)</p> <p>e). Definitive Spares f). Early Life Support</p> <p>Q9. What are the goals, benefits and challenges associated with knowledge management system? Also explain the steps to achieve wisdom.</p> <p>Q10. List various Components making up the Service Knowledge Management System.</p>

Unit-IV

- Q1. Write the objectives of service operation phase. List various processes of service operation phase.
- Q2. List and explain various functions of service operation.
- Q3. Explain Service Desk in detail.
- Q4. What is the goal of IT Operations Management? Write roles and responsibilities of OM.
- Q5. Explain with suitable example the balancing between a. Reactive and Proactive b. Internal IT View and External Business View
- Q6. Short note on Incident Management.
- Q7. Short note on Problem Management.
- Q8. Short note on Request Fulfilment.

Unit-V

- Q1. Write a note on Continual Service Improvement Model.
- Q2. What is the goal of Service Level Management process? List and explain various activities of service level management.
- Q3. What are the Key Performance Indicators of Service Level Management?
- Q4. Explain Deming or PDCA Cycle.
- Q5. What is service measurement? State the main reasons to monitor and measure service.
- Q6. Explain the CSI seven step improvement process.
- Q7. Explain benchmarks with suitable example.
- Q8. List and explain different types of metrics.
- Q9. What is the goal of CSI? List various processes and write their goal.