Reg. No ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

B.Tech DEGREE EXAMINATION, NOVEMBER 2023

Seventh Semester

18CSE463T - IT SERVICE MANAGEMENT AND OPERATIONS

(For the candidates admitted during the academic year 2020 - 2021 & 2021 - 2022)

Note:

i. **Part - A** should be answered in OMR sheet within first 40 minutes and OMR sheet should be handed over to hall invigilator at the end of 40th minute.

ii. **Part - B** and **Part - C** should be answered in answer booklet.

Time: 3 Hours   **Max. Marks: 100**

PART - A (20 × 1 = 20 Marks)
Answer all Questions

		Marks	BL	CO

1. Which process or function is responsible for monitoring activities and events in the IT infrastructure.   1 1 1
   (A) Service level management (B) IT operations management
   (C) Capacity management (D) Incident management

2. Which process includes business, service and component sub-processes?   1 1 1
   (A) Capacity management (B) Incident management
   (C) Service level management (D) Financial management

3. IT infrastructure of an organization comprises of ____ which assist in the delivery of IT services to its customers.   1 1 1
   (A) only equipments (B) only software
   (C) only hardware (D) software, hardware and relevant equipments

4. ITIL Version 1 consists of _____ volumes.   1 1 1
   (A) 3 (B) 8
   (C) 25 (D) 30

5. Which of the following question is not discussed during daily scrum meeting?   1 1 2
   (A) What did I do since last meeting? (B) What is needed to satisfy the client requirements?
   (C) What will I do before next meeting? (D) What obstacles are in my way?

6. Estimating is the process of identifying what _____ is necessary for each work package.   1 1 2
   (A) cost (B) planning
   (C) effort (D) resource

7. A perfect estimate is the one done when the work is _____.   1 1 2
   (A) completed (B) initiated
   (C) in progress (D) analysed

8. An estimate must include which one of the following?   1 1 2
   (A) investment approach (B) scope
   (C) software (D) pricing approach

9. Building effective project teams is one of the prime responsibilities of the _____.   1 1 3
   (A) Team leader (B) Senior manager
   (C) Quality manager (D) Project manager

10. The rules of _____ in a team charter gives the team guidelines in what to expect and how to behave. 1 1 3
    (A) handling tasks   (B) engagement
    (C) standards   (D) procedures

11. The purpose of the _____ is to set up the roles and responsibilities for the project team members. 1 1 3
    (A) project objective   (B) mission statement
    (C) team charter   (D) project charter

12. Building a good team is the single most important thing a _____ can do to achieve a successful project. 1 1 3
    (A) Team leader   (B) Senior manager
    (C) Quality manager   (D) Project manager

13. Which of the following steps is not followed in implementation of service level management? 1 1 4
    (A) preparing service catalogue   (B) defining service and operational level agreements
    (C) formulating service quality plan (D) formalizing operational level agreements

14. The main objective of _____ management is to ensure that IT capacity meets current and future business requirements of an organization in a cost-effective manner and IT infrastructure of the organization is used in an efficient manner. 1 1 4
    (A) capacity   (B) IT service continuity
    (C) availability   (D) financial

15. _____ investigates and resolves the underlying root causes of incidents and prevents similar incidents from happening again. 1 1 4
    (A) incident management   (B) problem management
    (C) configuration management   (D) change management

16. _____ is a measure-of-effectiveness by which the quality of service on elements of IT infrastructure is determined. 1 1 4
    (A) service level agreement   (B) operational level agreement
    (C) Level of Service   (D) service contract

17. The primary aim of the IT service continuity management is to assist by making sure that every IT service has the ability of offering value to the consumers during the instance of _____ while providing usual availability solutions 1 1 5
    (A) Service   (B) Support
    (C) Business   (D) Failure

18. Which of the following steps is followed in implementation of availability management? 1 1 5
    (A) preparing service catalogue   (B) defining service and operational level agreement
    (C) formulating service quality plan (D) formalizing operational level agreement

19. The ability of a service or component to perform the function as desired at a stated instant or over a stated period of time is _____. 1 1 6
    (A) availability management   (B) IT service continuity management
    (C) capacity management   (D) configuration management

20. _____ is defined as the average time between the occurrence of a fault and service recovery. 1 1 6
    (A) Mean Time between failures   (B) Mean Time to Repair
    (C) Mean Time between System Incidents (D) Mean Time to Failure

PART - B (5 × 4 = 20 Marks)
Answer any 5 Questions

		Marks	BL	CO
21.	List the objectives of IT infrastructure.	4	2	1
22.	When you report a problem, you are asked to supply a severity level. What are the criterion to understand and assess the business impact of the problem that you are reporting?	4	2	2
23.	There are basic types of gestures to engage audience during presentation - List and elucidate.	4	3	3
24.	List on what type of questions addresses a strategic service vision is formulated by an organization.	4	2	4
25.	Outline the main sub-processes involved in capacity management.	4	3	6
26.	Outline the widespread planning tools of service strategy.	4	3	1
27.	There are certain aspects that keeps an individual from being confident - List them.	4	3	3

PART - C (5 × 12 = 60 Marks)
Answer all Questions

		Marks	BL	CO
28.	(a) Compare and contrast Service delivery and Service support under IT Service management.	12	4	1
	(OR)			
	(b) Illustrate the strategies that have been proven to be successful which will let an organization to outclass its competitors.			
29.	(a) Discuss the reasons for estimating and when is it be done [6+6].	12	3	2
	(OR)			
	(b) Summarize the rules that are basic for estimation in order to make it a valid one.			
30.	(a) Charles Sykes, author of DUMBING DOWN OUR KIDS, talks about how the ongoing feel good, politically correct atmosphere has created a generation of kids with no concept of reality and set them up for failure in the real world. Provide a brief note on those rules.	12	3	3
	(OR)			
	(b) Elucidate about how to enhance emotional intelligence.			
31.	(a) State the necessity and objectives of Service catalog management. Also, discuss the drawbacks and risks in relation to service catalog management [6+6].	12	3	4
	(OR)			
	(b) Using an example, detail about customer-facing services in service portfolio management and discuss about its types [6+6].			
32.	(a) Elucidate the significance of IT service management tools and List 5 IT Service Management tools with its applications [6+6].	12	3	5
	(OR)			
	(b) Detail the goals, benefits and challenges of supplier relationship management [3+4+5].			

* * * * *