

## Q. P. Code: 11252

(Time: 2  $\frac{1}{2}$  hours)

[Marks: 60]

Please check whether you have got the right question paper.

- 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** calculator is **allowed**.

- 1. Attempt any two of the following:** **12**
- List and explain the four Perspectives of ITSM.
  - Explain the following terminologies of ITIM: i. Process ii. Functions  
iii. Process owner iv. Service owner v. Process manager
  - Write the objective of financial management?  
List and explain the activities of financial management.
  - What are the advantages of ITSM?
- 2. Attempt any two of the following:** **12**
- What is the goal of Information Security Management? Explain the following terminologies. i. Confidentiality ii. Integrity iii. Availability  
iv. Security Baseline v. Security Incident
  - What is Service Level Agreement? Explain the different structures of SLA.
  - Write the goal of Service Catalogue management. Explain the following:  
i. A Business Service Catalogue ii. A Technical Service Catalogue
  - Write a short note on availability management.
- 3. Attempt any two of the following:** **12**
- What is the goal of Knowledge management? Write the benefits of Knowledge management.
  - Explain the following activities of Release and Deployment.  
i. Release Planning ii. Design & Test iii. Rollout Planning
  - Write the benefits of Configuration Management Database.
  - What are the seven R's of Change Management?
- 4. Attempt any two of the following:** **12**
- Explain with suitable example the balancing between  
i. Reactive and Proactive ii. Internal IT View and External Business View.
  - What are the Key Performance Indicators for the Service Desk?
  - List various functions of service operation. Write the roles and responsibilities of any two.
  - Write the goal of Event Management. Explain various activities of event management.
- 5. Attempt any two of the following:** **12**
- List and explain different types of metrics.
  - Explain the seven step improvement process.
  - What are the Key Performance Indicators of Service Level Management.
  - Explain with suitable diagram Continual Service Improvement Model.