


Name:	 UPES UNIVERSITY WITH A PURPOSE
Enrolment No:	

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
End Semester Examination, December 2019

Course: IT Service Management
Program: B. Tech. (CS+IT Infra)
Course Code: CSIT 2005

Semester: III
Time 03 hrs.
Max. Marks: 100

Instructions: Attempt all questions.

SECTION A

S. No.	Question	Marks	CO
Q 1	Describe Availability Management. List out and Explain different classification of availability management.	5	CO1
Q 2	Discuss the different pillars of ITSM used to implement the process of ITSM.	5	CO1
Q 3	Define different ITSM capabilities that contribute for efficient ITSM delivery?	5	CO2
Q 4	How Event Management help in providing operational support and analysis in terms of their classification and activities?	5	CO3

SECTION B

Q 5	Define Capacity Management and various factors affecting the Capacity Management.	10	CO2
Q 6	Explain different type of ITSM tools that support effective IT Service Management Operations.	10	CO2
Q 7	Define the following: A: How service level Management contribute in service offering and agreements? B: Discuss activities under Service Level Management.	10	CO3
Q 8	Explain IT Service Desk and their types and contribute to IT Service Management? OR What do you understand by Demand Management? List out activities under Demand Management	10	CO4

SECTION-C

Q 9	Explain the different components of Information Security Management and policies, those help for implementation of effective management of IT services. Define the role of Information Security Management in efficient and effective ITSM operations.	20	CO4
Q10	“ITSM is a tool which is used for providing effective IT Service Management”, justify the statement using history of ITSM. List and explain different frameworks associated with ITSM? OR Discuss different integral parts of Release control and validation and sub classification with different activities associated with them.	20	CO5