

Name:

Enrolment No:



End Semester Examination, December 2023

Program Name: B.Tech (CSE - Spl. CC&VT / Cyber Security & Forensic / Buss. Analy. & Opt)

Semester: 7th

Course Name: IT Service Management & Framework

Time: 3 hrs.

Course Code: CSIT4005P

Max. Marks: 100

**Section A
20 Marks**

S. No.		Marks	CO
Q 1	What is IT Service Management? Write the benefits of IT Service Management.	1+3	CO1
Q 2	Define PPO. Write different components of PPO.	1+3	CO1
Q 3	What are the key components and activities involved in Capacity Management?	4	CO1
Q 4	Why is Service Portfolio Management required in ITSM?	4	CO1
Q 5	What are the Service Validation and Testing of ITSM?	4	CO1

**Section B
40 Marks**

Q 6	Explain the key objectives of ITSM.	10	CO1
Q 7	Describe in detail the key components and activities used in the capacity management of ITSM.	10	CO2
Q 8	Discuss the different elementary processes of a service provider.	10	CO2
Q 9	Explain the different functions and responsibilities of operations managers. Or Explain the strategic drivers for process automation.	10	CO2

**Section C
40 Marks**

Q 10	Describe different ITSM tools and their functionalities.	20	CO2
Q 11	Describe in detail different areas of efficient delivery of IT services. Or Describe the different roles and responsibilities of Operational Support and Analysis (OSA).	20	CO3
