


| | | | |
|--|--|---|-----|
| Name: | |  | |
| Enrolment No: | | | |
| <div>UPES</div> <div>End Semester Examination, May 2025</div> <div>Programme Name: Bachelor of Computer Application (BCA) Semester: 6th</div> <div>Course Name: Information Technology Infrastructure Library (ITIL) Time: 03 hrs</div> <div>Course Code: CSIT3017P Max. Marks: 100</div> <div>Nos. of page(s):</div> <div>Calculator allowed:</div> <div>Instructions: Please attempt according to the time provided and given weightage.</div> | | | |
| <div>SECTION A</div> <div>(30 Marks) 5 Questions</div> <div>Attempt all questions</div> | | | |
| S. No. | | Marks | CO |
| Q 1 | Define ITIL and explain its importance in modern IT business. | 4 | CO1 |
| Q 2 | Differentiate between Service Strategy and Service Design phases. | 4 | CO2 |
| Q 3 | What are the key objectives of Service Level Management? | 4 | CO1 |
| Q 4 | Briefly explain the role of Incident Management in the ITIL framework. | 4 | CO3 |
| Q 5 | Describe the significance of Information Security Management under Service Design | 4 | CO3 |
| <div>SECTION B</div> <div>(45 Marks) 3 questions – (Q8 should have internal choice)</div> | | | |
| Q 6 | Explain the structure and purpose of the Service Transition phase. How do Change Management and Release Management integrate within it? | 10 | CO3 |
| Q 7 | Elaborate on the key processes of Service Operation. Why is balancing reactive and proactive support crucial? | 10 | CO4 |
| Q8 | Discuss how Capacity Management and Availability Management support business continuity. | 10 | CO2 |
| Q9 | Describe the process and benefits of GAP analysis in ITIL implementation. <div>OR</div> <div>a) Analyse the role of <i>Availability Management</i> in service delivery.</div> <div>b) How does it relate to <i>Capacity Management</i>?</div> | 10 | CO2 |
| <div>SECTION C</div> <div>(40 Marks) 2 Questions</div> <div>(Q11 should have internal choice)</div> | | | |
| Q 10 | A mid-sized financial firm is transitioning from a legacy IT system to a cloud-native infrastructure. Outline the steps and best practices for Service Transition, considering Change Evaluation and Service Asset & Configuration Management. | 20 | CO3 |
| Q 11 | With increasing cyber-attacks, how should an organization integrate ITIL Information Security Management and Service Continuity to ensure business resilience? Present a framework with modern examples. | 20 | CO4 |

| | | | |
|--|--|--|--|
| | <p>OR</p> <p>A leading e-commerce platform is experiencing frequent outages and customer dissatisfaction. As an ITIL-certified consultant, propose a strategic roadmap to address service availability and performance using ITIL's Service Design and CSI phases.</p> | | |
|--|--|--|--|