## **GUJARAT TECHNOLOGICAL UNIVERSITY**

ME - SEMESTER- II(New course) • EXAMINATION (Remedial) - WINTER- 2015

Subject Name: IT Service Management			: 09/12/2015 Marks: 70	
Q.1	<b>(a)</b>	What is the use of Service Portfolio Management?	07	
	(b)	Explain RACI model to define roles and responsibilities in an organizational structure.	07	
Q.2	<b>(a)</b>	What are the main types of Releases covered in ITIL V3? Give an example of each type.	07	
	(b)	Discuss objective of problem management. OR	07	
	(b)	What are the activities are carried out during the "Where do we want to be?" step of the continual service improvement (CSI) approach?	07	
Q.3	<b>(a)</b>	What is a Disaster and what are the recovery methods, Explain with giving two examples?	07	
	(b)	Explain how configuration management helps in determining the level of impact of problem?	07	
		OR		
Q.3	(a) (b)	Explain five individual aspects of service design. Who should be considered when designing measurement systems, methods and metrics?	07 07	
Q.4	(a) (b)	Write short note on service asset and Configuration Management. Which are the actions are included in the Event Management process?	07 07	
Q.4	(a)	OR Discuss reasons for investing in Service Management?	07	
Q.4	(a) (b)	What are the five major aspects of service design?	07 07	
Q.5	(a)	Explain the relationship between Quality of service and cost of service	07	
	(b)	What does a successful strategy ensure? OR	07	
Q.5	<b>(a)</b>	Mention the 3 broad categories of an event. Explain with at least two examples each.	07	
	(b)	The Capacity Manager asks the user of an application whether a certain activity can be performed at night so that the CPU is not overloaded during the day. What part of the capacity Management process does this refer to and why?	07	

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