Mumbai University

May – 2019

B.Sc.IT: Semester – VI

(Question Paper)

[CBCS – Choice Based]

IT

Infrastructure Management

Time: 2 ½ Hours   **Total Marks:** 75

NOTE:

(1) *All questions (Q.1 to Q.5) are compulsory.*

(2) *Figures on the right indicate total marks. All sub-questions carry equal marks.*

(3) *Write the question numbers clearly as mentioned in the Question Paper.*

(4) *Mixing of sub-questions is not allowed.*

(5) *Draw diagrams and give examples whenever necessary.*

(6) *Use of calculator or any other electronic gadget is not allowed.*

Q.1   ATTEMPT ANY THREE QUESTIONS: (15 MARKS)

(A)	Explain the Principles of Service Management.	**(5)**
(B)	Differentiate between Business and Service Units.	**(5)**
(C)	Briefly explain Operational Risks.	**(5)**
(D)	What is Closed loop control system? Summarize the functions of closed loop control system.	**(5)**
(E)	Explain the building blocks of high performance service providers.	**(5)**
(F)	Write a short note on IT Service Management.	**(5)**

Q.2   ATTEMPT ANY THREE QUESTIONS: (15 MARKS)

(A)	Explain the objectives of Service Design.	**(5)**
(B)	State the two aspects of Service Catalogue. Explain in detail.	**(5)**
(C)	Briefly explain the risks factors which are directly associated with the Service Design phase.	**(5)**
(D)	Write a short note on IT Service Continuity Management.	**(5)**
(E)	Discuss the challenges faced during the Service Design Process.	**(5)**
(F)	Explain how Business Service Management enables IT components to be linked to the goals of the business.	**(5)**

Q.3   ATTEMPT ANY THREE QUESTIONS: (15 MARKS)

(A)	Explain the objectives of Service Transition.	**(5)**
(B)	Discuss the challenges faced for successful Service Transition.	**(5)**
(C)	Write a short note on Change Management.	**(5)**
(D)	State the principles for implementing a formal policy for Service Transition.	**(5)**
(E)	What is Service Validation and Testing? List its objectives.	**(5)**
(F)	Briefly explain the difficult conditions under which Service Transition is implemented.	**(5)**

Q.4 ATTEMPT ANY THREE QUESTIONS: (15 MARKS)

(A)	What is Service Operation? Explain the various processes of Service Operations.	**(5)**
(B)	Differentiate between Internal IT and External business view.	**(5)**
(C)	State the risks factors in Service Operations.	**(5)**
(D)	What is Service Management Training? Explain its objectives.	**(5)**
(E)	Explain the three levels in which Capacity Management should operate.	**(5)**
(F)	Write a short note on Access Management.	**(5)**

Q.5 ATTEMPT ANY THREE QUESTIONS: (15 MARKS)

(A)	Explain the Deming cycle.	**(5)**
(B)	Discuss the factors to be considered while making a Communication Plan.	**(5)**
(C)	State the responsibilities of Service Owner.	**(5)**
(D)	Explain the Seven-Step Improvement Process.	**(5)**
(E)	Write a short note on Benchmarking.	**(5)**
(F)	Justify the need of Tools to support CSI activities.	**(5)**