(Time: 2½ hours)

Total Marks: 75

N. B.: (1) **All** questions are **compulsory**.
   (2) Make **suitable assumptions** wherever necessary and **state the assumptions** made.
   (3) Answers to the **same question** must be **written together**.
   (4) Numbers to the **right** indicate **marks**.
   (5) Draw **neat labeled diagrams** wherever **necessary**.
   (6) Use of **Non-programmable** calculators is **allowed**.

1.   Attempt _any three_ of the following: **15**
a.   Explain in brief about business processes.
b.   Write a short note on processes and functions across service lifecycle of ITSM.
c.   Explain type I and type III service providers in detail.
d.   Explain four P's of Service Strategy with a neat labelled diagram.
e.   How are markets defined in service strategy? Explain.
f.   What is risk? Explain the phases and different types of risk in detail.

2.   Attempt _any three_ of the following: **15**
a.   Write a short note on balanced service design.
b.   What is service design model? List and explain different aspects required during its assessments.
c.   Explain any six components of service availability management process.
d.   Explain service level management process in detail.
e.   Explain in detail supplier management process of service design.
f.   What are the challenges associated for achieving successful service design process? Explain in brief.

3.   Attempt _any three_ of the following: **15**
a.   Describe service transition. Explain its objectives, purpose and goal.
b.   How to align service transition plans with the business needs? Explain.
c.   What is Change? What are the different types of Changes? List and explain Seven R (7 R's) of ITIL Change management.
d.   Explain in detail service validation and testing process.
e.   Explain the factors affecting the approach to service transition.
f.   Write a detail short note on critical success factors of service transition phase

4.   Attempt _any three_ of the following: **15**
a.   Define service operation. Explain the principles of service operation stage.
b.   State reasons why service operation staff should be involved at service design and transition stage?
c.   What are different types of meetings conducted in organization as mode of communication? Explain.
d.   Write short note on Incident Management Lifecycle activities.
e.   Explain in detail access management process.
f.   List and explain the challenges and risks in service operation phase.

[_Contd…_

5.   Attempt _any three_ of the following: **15**
a.   Explain benchmarking in CSI with respect to its procedure, cost and value to the organization.
b.   Explain the RACI model.
c.   With a neat labeled diagram explain seven steps improvement process of CSI.
d.   Write short note on CSI inputs and outputs for the various stages.
e.   Explain the tools used to support CSI activities.
f.   What are the factors to be considered when preparing a communication plan? Explain.

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