

Program: T.Y.B.Sc IT Semester: VI Program Code: 1S00256
Course: Information Technology in Infrastructure Management Course Code: USIT606
Duration: 2 ½ Hours Examination Pattern: REV23 - Autonomous -External Max. Marks: 75

Instructions:

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Draw neat diagrams wherever necessary.

Examination:
REGULAR

Q. 1 Answer the following (any three) [15]

- (a) What is the ITIL service value system (SVS)? Explain its component.
- (b) Write a note on product, services and service relationship
- (c) Explain the six value chain activities used in ITIL.
- (d) Explain the role and position of governance in the ITIL practices.
- (e) Describe the key concept of service management value and value co-creation.
- (f) What are external factors in ITIL, and why must organizations consider them?

Q. 2 Answer the following (any three) [15]

- (a) How do general management practices support effective governance and decision-making in organizations?
- (b) How do service management practices contribute to service value creation?
- (c) Describe the technical management practices used in ITIL.
- (d) Explain Information security management, Architecture management, and Measurement and reporting as general management practices.
- (e) Explain Business analysis, Release management, and Problem management in service management practices.
- (f) Distinguish between Software development and management and Infrastructure and platform management.

Q. 3 Answer the following (any three) [15]

- (a) What techniques can be used during the Explore stage to understand customer needs and expectations?
- (b) Why is effective communication important during the Engage stage of the customer journey?
- (c) What is the customer journey in service management?
- (d) How does the realize stage help service providers and customers validate that service value has been achieved?
- (e) Why is it important to clearly define service details and responsibilities in the Agree stage?
- (f) How does the Co-create stage support continual value creation between service providers and customers?

Q. 4 Answer the following (any three) [15]

- (a) Explain the key concepts and challenges of the Service Value System (SVS) in the context of creating, delivering, and supporting services.
- (b) Analyze the use and value of technology across the Service Value System.
- (c) Explain the ITIL practices involved in user support.
- (d) Explain incident management system.
- (e) How knowledge management system supports informed decision-making and service efficiency.
- (f) How monitoring and event management helps in detecting, recording, and responding to service events.

Q. 5 Answer the following (any three) [15]

- (a) What is meant by High-Velocity culture? Explain its importance in modern service organizations?
- (b) Explain how High-Velocity IT supports continual improvement in ITIL 4.
- (c) Explain the key characteristics of High-Velocity IT.
- (d) Explain the techniques for making valuable investments in High-Velocity IT.
- (e) How ChatOps supports resilient operations?
- (f) Explain peer review as a technique for assured conformance in High-Velocity IT.

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