Name: Enrolment No:	

UPES
End Semester Examination, May 2024

Course: BCA(CSE)+ALL   **Semester: VI**
Program: Information Technology Infrastructure Library (ITIL)   **Time   : 03 hrs.**
Course Code: CSIT3017P   **Max. Marks: 100**

Instructions: Attempt all the Questions.

SECTION A
(5Qx4M=20Marks)

S. No.		Marks	CO
Q 1	Compare between Services and Products in ITIL.	4	CO1
Q2	List the key components involved in Service strategy.	4	CO2
Q3	Define the term Configuration Management System.	4	CO4
Q4	Demonstrate the ITIL - Service Strategy that can be applied to develop an IT service strategy that aligns with organizational goals	4	CO2
Q5	Analyze the importance and role of the ITIL Service Validation and Testing Process within the broader IT service lifecycle.	4	CO4

SECTION B
(4Qx10M= 40 Marks)

Q 6	Explain on the 'Service V Model' within the context of ITIL's Service Validation and Testing.	10	CO4

Q7	Explain the following:
	   i. Configuration Item
	   ii. Service Level Agreement
	   iii. Operational Level Agreement
	   iv. IT Service Management
		10	CO3

Q8	List the key activities needed to be performed to achieve business and customer's satisfaction.	10	CO1
Q9	Explain the concept of Operational Level Agreement (OLA), detailing its purpose in establishing clear operational responsibilities. OR list the key differences between ITIL V2 and ITIL V3 in a tabular format.	10	CO2

SECTION-C
(2Qx20M=40 Marks)

Q10	What Is ITIL Certification? How ITIL recognizes the importance of integrating ITSM with other business areas? Explain the significance of the four Ps of strategy.	20	CO5
Q11	Analyze the sequence of steps involved in the ITIL Service Validation and Testing Activities process and how they contribute to service improvement. OR	20	C04

	Analyze the importance and role of the ITIL Service Validation and Testing Process within the broader IT service lifecycle.		