M.Sc. (I.T.) Sem. IV
IT INFRASTRUCTURE MANAGEMENT
QUESTION BANK (2014 – 2015)

Unit 1: Introduction	
1.	List and explain the four Perspectives of ITSM.
2.	Explain the terms Service Agreement and Service Level Agreement.
3.	Write the benefits of ITSM.
4.	Explain with suitable example the concept of business and IT alignment.
5.	What is IT Infrastructure Library?
6.	State and explain Service Delivery Strategies.
7.	Explain any five terminology of ITIM.
8.	Explain the following terminologies of ITIM i. IT Service Management ii. Capabilities iii. Resources iv. Process v. Service vi. Functions vii. Process owner viii. Service owner ix. Process manager x. Internal Service Provider xi. External Service Provider xii. Business case
9.	What are services? Explain with suitable example.
10.	Define process. List and explain generic process element.
11.	Why there is a need of RACI model? Explain with suitable example.
Unit 1: The Service Life Cycle	
12.	Explain with suitable diagram how service life cycle works.
13.	Explain the working of Service Lifecycle.
Unit 1: Service Strategy	
14.	What is the goal of service strategy phase? Explain the following concepts of service strategy i. Creating service value. ii. Service packages and service level packages
15.	List various service strategy processes. Explain any one.
16.	List the activities involved in Service Strategies.
17.	Distinguish between Service Packages and Service Level Packages with example.
18.	What is the need of service portfolio management process of service strategy?
19.	What are the groups of services in service portfolio management process of service strategy phase?
20.	List and explain the methods used by service portfolio management process,
21.	State the objectives of Service Portfolio Management.
22.	What is the need for refreshing the portfolio?
23.	List the categories of outcomes for existing services. Explain.
24.	Write the objective of financial management? Write the benefits of the same.
25.	Write the objective of financial management? List and explain the fundamental activities of financial management.

26.	Write the objective of financial management? Explain the following terminologies of financial management i. Cost type ii. Cost element iii. Direct cost iv. Indirect cost v. Cost units.
27.	Define i. Process Owner ii. Resources iii. Capabilities iv. Internal Service Providers v. Process Manager vi. Business Case vii. External Service Providers viii. Shared Service Providers ix. Service Owner
Unit 2: Service Design	
28.	What is the need of service design phase?
29.	State the objectives of Service Design phase of ITIL.
30.	List and explain the major aspects of service design.
31.	When is a Service Design Package produced and what does it include?
32.	List various processes of service design. Write the goal of any five.
33.	List various processes of service design. Write the goal of: i. Service Level Management (Design) ii. Capacity Management iii. Availability Management iv. IT Service Continuity Management v. Information Security Management vi. Supplier Management vii. Service Catalogue Management
34.	Write the factors on which the service design processes implementation is dependent.
35.	Write the goal of service level management. What are the tasks carried out by service level management?
36.	Write the goal of service level management. Explain the following terminologies i. Service Level Agreement ii. Service catalogue iii. Underpinning contract iv. Operational level agreement v. Service level requirement
37.	With the help of a neat diagram, explain the activities of Service Level Agreements.
38.	What are the important factors considered when choosing the SLA structure?
39.	What is Service Level Agreement? Explain the different structures of SLA.
40.	List the typical contents of SLA.
41.	Write the objectives of Supplier management.
42.	With the help of a diagram, explain the roles and interfaces for Supplier Management.
43.	Write the goal of Supplier management. Explain different types of supplier arrangements.
44.	What are the rules of OLA's and UC's?

45.	What is the purpose of Supplier and Contract Database?
46.	Why there is need of Service Catalogue management? Explain with suitable example.
47.	Write the objective and scope of Service Catalogue management.
48.	Write the goal of Service Catalogue management. Explain the following i. A Business Service Catalogue ii. A Technical Service Catalogue
49.	What is the goal of capacity management? List and explain the sub-processes of capacity management.
50.	List and explain various activities of capacity management.
51.	What is the goal of capacity management? Write the responsibilities of capacity manager.
52.	What is the goal of availability management? Explain the following terminologies (any five) iii. Availability iv. Security v. Reliability vi. Resilience vii. Maintainability viii. Serviceability ix. Vital Business Function
53.	Explain the following terms(any six) x. Mean Time Between Failures (MTBF) or *Uptime* xi. Mean Time to Restore Service (MTRS) or Downtime xii. Mean Time Between System Incidents (MTBSI) xiii. Relationships between the above terms xiv. Detection Time xv. Diagnosis Time xvi. Repair Time xvii. Restoration Time (MTRS) xviii. Restore Point
54.	What is the goal of availability management? Write the responsibility of availability management.
55.	State the metrics for evaluating the effectiveness and efficiency of Availability Management.
56.	Write various Key Performance Indicators of Availability Management.
57.	What is the goal of IT service continuity management? Explain the following terminologies i. Disaster ii. Business Continuity Management iii. Business Impact Analysis iv. Risk Assessment v. Scope
58.	List and explain various activities of IT service continuity management.
59.	What is the need of business Impact analysis?
60.	Explain the following terminologies i. Counter Measures ii. Manual Workaround iii. Gradual recovery iv. Intermediate Recovery v. Immediate Recovery

	vi. Reciprocal Arrangement
61.	List various roles of IT service continuity management process. Write the responsibilities of each.
62.	What is the goal of Information Security Management? What are the four perspectives of Information Security Management
63.	Draw and explain the Information Security Management Matrix in performing Gap Analysis.
64.	What is the goal of Information Security Management? Explain the following terminologies i. Confidentiality ii. Integrity iii. Availability iv. Security Baseline v. Security Incident
Unit 3: Service Transition	
65.	What is the objective of Service Transition phase? List various processes of Service Transition phase. Explain any one.
66.	What is the objective of Service Transition phase? List various processes of Service Transition phase. Write the goal of each.
67.	What are the goals, benefits and challenges associated with knowledge management system? Also explain the steps to achieve wisdom.
68.	What are the challenges in implementing and operating Knowledge management?
69.	Explain the following terms with suitable example i. Data ii. Information iii. Knowledge iv. Wisdom
70.	List various Components making up the Service Knowledge Management System. Explain in short.
71.	Write the goal of Service Asset and Configuration Management? Explain the following terminologies i. Configuration Item ii. Attribute iii. CI Level iv. Status Accounting v. Configuration Baseline
72.	What is the purpose of The Configuration Management Database? Explain with neat diagram.
73.	List and explain various Configuration Management Activities.
74.	Explain the following activities of Configuration Management i. Planning ii. Identification iii. Control iv. Status Accounting v. Verification and Audit
75.	Write the benefits of Configuration Management Database?
76.	What is the goal of change management? Explain the following terminologies Change i. Change Management ii. NORMAL Change iii. STANDARD change

	iv. IMMERGENCY change v. Request for change vi. Change Schedule vii. Projected Service Outage viii. Change Advisory Board ix. Emergency CAB
77.	What is Change Management? What are the various activities in change management?
78.	What are the seven R's of Change Management?
79.	Explain with suitable diagram the relationship of change management with project management.
80.	List various roles in change management. Write the responsibilities of each.
81.	What are the Key Performance Indicators of Change Management?
82.	What are the challenges affecting Change Management?
83.	Why is the service validation and testing phase required in the service transition phase?
84.	Write the goal of Release and Deployment Management. Explain the following terminologies: i. Release ii. Release Unit iii. Release Package iv. Definitive Media Library v. Definitive Spares vi. Early Life Support
85.	List various options for the deployment of Releases. Explain in short.
86.	List and explain various activities of Release & Deployment.
87.	Explain the following activities of Release and Deployment. i. Release Planning ii. Design and Test iii. Logistics, Distribution & Installation iv. Rollout Planning
88.	How will you Transition new and changed services into operation?
89.	Write the responsibilities of Release & Deployment Manager and Release & Deployment Management Team.
90.	What is the need of service validation and testing?
91.	Draw and explain the service V model.
92.	Define i. CI ii. CI Level iii. Configuration Baseline iv. Status Accounting v. Normal Change vi. Emergency Change vii. Standard Change viii. Change Advisory Board
Unit 4: Service Operation	
93.	Write the objectives of service operation phase. List various service operation functions. Explain any one.

94.	Write the objectives of service operation phase. List various processes of service operation phase. Explain any one.
95.	Explain with suitable example the balancing between i. Internal IT View and External Business View. ii. Stability and Responsiveness
96.	Explain with suitable example the balancing between i. Reactive and Proactive ii. Internal IT View and External Business View.
97.	Explain with suitable example the balancing between i. Cost of Service and Quality of Service ii. Stability and Responsiveness
98.	List major concepts of service operation phase. Explain with suitable example.
99.	List various functions of service operation phase. Explain any one.
100.	What is the goal of service desk function of service operation? Explain its following major concepts: i. Service desk types ii. Call centre iii. Help desk iv. Service desk v. Service desk structures vi. Local vii. Central viii. Virtual ix. Follow-the-Sun
101.	Explain Service Desk in detail.
102.	What are the Key Performance Indicators for the Service Desk?
103.	Write the goal of technical management function? Write the roles and responsibilities of TM.
104.	What is the goal of IT Operations Management? List and explain the functions of IT Operations Management.
105.	What is the goal of IT Operations Management? Write the roles and responsibilities of IT Operations Management.
106.	Short note on Application Management.
107.	What are the roles and responsibilities of IT operation management?
108.	What is the goal of Application Management? Write the roles and responsibilities of IT Operations Management
109.	Short note on Service Operation Phase.
110.	List various functions of service operation. Write the goals of each.
111.	List various functions of service operation. Write the roles and responsibilities of any two.
112.	List various processes of service operation. Write the goals of any three.
113.	Write the goal of Event Management. Explain various activities of event management.
114.	Write the goal of Incident Management. What is the difference between Incident Management and Problem Management?
115.	Write the goal of Problem Management. And Explain the following terms i. Problem ii. Known Error iii. KEDB iv. Workaround

116.	Write the goal of Request Fulfilment. List and explain various activities of Request Fulfilment.
117.	Write the goal of Access Management.
118.	Explain the following concepts with respect to Event management. i. Categorization ii. Escalation
119.	List and explain various activities of Incident Management
120.	What are the Key Performance Indicators for Incident Management?
121.	What is an event? Explain event management in detail.
122.	What is an event? Explain event management in detail.
123.	What are the Challenges affecting Incident Management
124.	List the sub-processes of problem management. Explain.
Unit 5: Continual Service Improvement	
125.	Write a note on Continual Service Improvement Model
126.	State the main reasons to monitor and measure service.
127.	What is the goal of Continual Service Improvement? List various processes and write their goal.
128.	Draw Continual Service Improvement Model. Explain.
129.	Explain Relationships of Continual Service Improvement Model with the Service Lifecycle:
130.	What is the goal of Service Level Management process? List and explain various activities of service level management.
131.	What is the goal of Service Measurement & Reporting? What is the need to monitor and measure?
132.	Write the Challenges Affecting Service Level Management
133.	List & explain The Activities of Service Level Management.
134.	What are the Key Performance Indicators of Service Level Management?
135.	List different types of metrics. Explain.
136.	State and explain the three types of metrics that an organization will need to collect to support CSI activities as well as other process activities.
137.	Explain benchmarks with suitable example.
138.	Explain the CSI seven step improvement process.
139.	State outputs of Continual Service Improvement phase to other lifecycle phases.