



# AJEENKYA

## D Y PATIL UNIVERSITY

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### End Term Examinations (April 2019)

**School: School of Engineering**

**Program: BCA (MACT)**

**Course: Information Technology Infrastructure Library**

**Course Code: CSC317**

**Semester: IV**

**Max Marks: 30**

**Duration (mins): 60 mins**

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Note- 1. Figures to the right indicates full marks.

2. Attempt any three questions.

Q1)

- a) Explain the PDCA – Deming Cycle of Continual Service Improvement. (4)
- b) Draw and explain the Security Framework of Information Security Management. (6)

Q2)

- a) List and elaborate Financial Management Process Activities. (2)
- b) Design the Organization structure for type of Service Desk. (8)

Q3)

- a) Identify the type of event for the following scenario. (3)
  - I. A server's CPU utilization is approaching maximum limit.
  - II. Notification that a scheduled workload has completed.
  - III. A PC scan reveals the installation of unauthorized software.
- b) Present pictorial representation of the two way catalog view in Service Catalogue Management. (7)

Q4)

- a) What four P's stand in Service Design. (2)
- b) Draw and explain the ITIL Life Cycle. (8)

Q5)

- a) Differentiate between types of change in Change Management. (4)
- b) Elaborate different type of Services. Also illustrate with example. (6)