



AJEENKYA

D Y PATIL UNIVERSITY

End Term Examinations (December 2018)

School: School of Information Technology

Program: BCA (CTIS)

Course: Information Technology Infrastructure Library

Course Code: CSC317

Semester: V

Max Marks: 30

Duration (mins): 60

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

2. Attempt any three questions.

Q1)

- a) List and explain process of Service Operations component. (8)
- b) List four benefits of implementing ITIL. (2)

Q2)

- a) What is a Request Fulfilment? (2)
- b) Describe the ITIL lifecycle stages with appropriate diagram. (8)

Q3)

- a) Explain 'ABC' in context to financial management process. (4)
- b) Elaborate and explain the terms SLA, OLA and UC. (6)

Q4)

- a) List and explain the four P's of ITIL (4)
- b) Describe the Change Management process. (6)

Q5)

- a) What is RACI Matrix? Explain with appropriate example. (5)
- b) Write a note on 'Service Portfolio Management'. (5)