

VIVEK COLLEGE OF COMMERCE

M.Sc.IT- IV, Sample Paper 2019-2020

Subject : IT Service Management

Sr.No	Question	A	B	C	D
1	Value of service includes comprise of which of the following aspects?	<u>Utility and warranty</u>	Resources	capabilities	service units
2	What does service portfolio represent?	subset that is visible to customers	<u>commitments and investments made by a service provider across all customers and market spaces</u>	services presently active in the Service Operation phase	services under development for a given market space or customer
3	Which of the following is not included in Service Strategy?	Defining the market	Developing the offering	<u>Leveraging intangible assets</u>	Preparation for execution
4	Which of the following is not a type of risk?	Design Risks	Operational Risks	Market Risks	<u>Process Risks</u>
5	How do we preserve value of a service?	<u>Leveraging Intangible Assets,</u>	using commitments and	using services presently active	using services under development for a given
6	The following is not a design constraint:	Technology Constraint	Capability Constraint	<u>Visibility Constraint</u>	Resource Constraint
7	Each organization should develop and maintain a _____ with regard to both the Portfolio and the Catalogue	design	<u>policy</u>	strategy	market
8	Which amongst these is not a type of SLA?	Service-based SLA	Multi-level SLAs	Customer-based SLA	<u>Process-based SLA</u>
9	Which amongst the following is not requires when stating 'The objective of IT Security Management is met when the following are in place.'	availability	confidentiality	non-repudiation	<u>Reusability</u>
10	One of the main objectives of the Supplier Management process are to:	<u>Obtain value for money</u>	Plan and manage the capacity and	Provide a consistent and	Contract Renewal And/or Termination