

VIVEK COLLEGE OF COMMERCE

B.Sc.I.T. DEPARTMENT

SUBJECT : IT SERVICE MANAGEMENT SAMPLE QUESTIONS

Sr.No.	Question	Option A	Option B	Option C	Option D	Answer
1	In Service management who is important for organization?	stakeholder	money	network	capital	A
2	Name typical benefits of ITSM.	computer operated system	network managed system	improved quality service	helping customer	C
3	Which term is used for IT infrastructure, people, money or anything else that might deliver an IT service?	Process	Resource	Function	Hardware	B
4	We use ITSM to make sure of placing following service in order.	what organization needs	Customer's need	Interface requirement	Backend requirement	A
5	What is the formal agreement between two or more organizations is called as ?	KPO	BPO	Co-sourcing	Partnership	D
6	The ability of an IT service or component to perform its required function at a stated instance or over a stated period of time is called as	Security	Availability	Reliability	Maintainability	B
7	An informal combination of insourcing and outsourcing, using number of outsourcing organizations working together in a life cycle is:	Insourcing	Outsourcing	Co sourcing	Partnership sourcing	C
8	Which of the following aspects DO NOT constitute fundamental principles of Service Transition?	Define and implement a formal policy for Service Transition	Implement all changes to services through Service Transition	Adopt a common framework and standards	Minimize re-use of established processes and systems	D