

Trimester: January 2024 - April 2024			
Maximum Marks: 50	Examination: ESE Examination	Date: 14-04-24	Duration: 03 hrs
Programme code: 10		Class: SY	Trimester: VI (SVU 2022)
Programme: MBA (PT) DSA			
College: K. J. Somaiya Institute of Management			Name of the department/Section/Center: MBA (PT) DSA
Course Code: 217P10C619	Name of the Course: IT Infrastructure Management & Library		
Instructions:			
Read All Questions Carefully.			
Attempt Any 5 Questions from Total 7 Questions.			

Question No.		Max. Marks
1	Explain any 4 Dimensions of Service Management in detail	10
2	Along with proper diagram elaborate the 7 guiding principles of Service value system	10
3	Considering Workforce & Talent Management explain the Purpose, description & SVC activity contribution.	10
4	Explain availability management & its related activities in details.	10
5	Provide the importance of Release Management with proper diagram considering Agile / Devops environment	10
6	Mention the purpose & description of Service continuity management.	10
7	Along with proper diagram explain software development & management.	10