ITSM
Reference Question Bank

Unit-I

Q1. What is ITIL? List its various stages
Q2. Explain various terminologies related to ITSM.
Q3. What is service? Explain with Example
Q4. Why do we need IT Service Management?
Q5. What are four perspectives of ITSM?
Q6. Draw and explain Service lifecycle.
Q7. Explain Function and Processes across lifecycle.
Q8. List and explain various service providers in ITSM.
Q9. List and explain four activities involved in service strategy.
Q10. What is risk? List and explain its various phases.
Q.11.Explain concept of encapsulation in ITSM and agency principle.
Q.12. Write short note on critical success factors.

Unit-II

Q1. Explain the major aspects of service design. Also state the objectives of Service Design.
Q2. List various processes of service design. Write the goal of any five.
Q3. Write the goal of Service Catalogue management. Explain the following
a)Business Service Catalogue
b)Technical Service Catalogue
Q4. Explain following terminologies with respect to service level management.
a) Service Level Agreement
b) Operational level agreement
c) Underpinning contract
Q5. List and explain different types of SLA structure. And what are the important factors considered when choosing the SLA structure?
Q6. What is the goal of capacity management? List and explain the sub-processes of capacity management.
Q7. List and explain various activities of capacity management.
Q8. What is the goal of availability management? Write Objectives & responsibility of availability management.
Q9. Explain the following terms a) Availability b) Reliability c)Maintainability d)Serviceability
Q10. What is the goal of IT service continuity management? List and explain various activities of IT service continuity management.
Q11. What is the goal of Information Security Management? What are the four perspectives and responsibilities of ISM?
Q12. Write the objectives and responsibilities of Supplier management.
Q.13.Explain service design principles.
Q.14.Write short note on Balanced design.
Q.15.List and explain design Activites.

Unit-III

Q1. What is Service Transition? What is the objective of Service Transition phase?
Q2. List various processes of Service Transition phase. Write the goal of each.
Q3. What is Change Management? What are the goals & objectives of change management?
Q4. List and explain different types of changes.
Q5. Write the goal of Service Asset and Configuration Management?
Q6. List and explain various Configuration Management Activities.
Q7. List various options for the deployment of Releases.
Q8. Explain the following terminologies with respect to Release & Deployment:
a). Release b). Release Unit c). Release Package d). Definitive Media Library (DML)
e). Definitive Spares f). Early Life Support
Q9. What are the goals, benefits and challenges associated with knowledge management system?
Also explain the steps to achieve wisdom.
Q10. List various Components making up the Service Knowledge Management System.
Q11.Principles of Service transition phase.

Unit-IV

Q1. Write the objectives of service operation phase. List various processes of service operation phase.
Q2. List and explain various functions of service operation.
Q3. Explain Service Desk in detail.
Q4. What is the goal of IT Operations Management? Write roles and responsibilities of OM.
Q5. Explain with suitable example the balancing between a. Reactive and Proactive b. Internal IT View and External Business View
Q6. Short note on Incident Management.
Q7. Short note on Problem Management.
Q8. Short note on Request Fulfilment.
Q.9.Explain service operation principles.
Q.10. Short note on Access Management.

Unit-V

Q1. Write a note on Continual Service Improvement Model.
Q2. What is the goal of Service Level Management process? List and explain various activities of service level management.
Q3. What are the Key Performance Indicators of Service Level Management?
Q4. Explain Deming or PDCA Cycle.
Q5. What is service measurement? State the main reasons to monitor and measure service.
Q6. Explain the CSI seven step improvement process.
Q7. Explain benchmarks with suitable example.
Q8. List and explain different types of metrics.
Q9. What is the goal of CSI? List various processes and write their goal.
Q10. List and explain different types of KPIs.
Q.11Write short note on It governance.