



JNAN VIKAS MANDAL'S

Mohanlal Raichand Mehta College of Commerce
Diwali Maa Degree College of Science
Amritlal Raichand Mehta Degree College of Arts
Padmashree (Dr.) R.T. Doshi Degree College of Computer Science
Plot No.9, Sector -19, Airoli, Navi Mumbai
NAAC Re-Accredited CGPA-3.33 'A'-Grade

Date: 18/06/2022

NOTICE

All departmental members are hereby informed that the department meeting is arranged on June 18, 2022 at 1:30 p.m. in CS lab.

Agenda

1. Conduction of Certificate Course of TYCS students
2. Exam Conduction of Certificate Course

Asst. Prof. Janhavi Kshirsagar
Coordinator CS-IT DEPT

Dr. (Mrs.) Leena Sarkar

Principal

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M.R. MEHTA COLLEGE OF COMMERCE
D.M. COLLEGE OF SCIENCE
A.R. MEHTA COLLEGE OF ARTS
Dr. R.T. DOSHI COLLEGE OF COMPUTER SCIENCE
Plot No.9, SEC.- 19, AIROLI,
NAVI MUMBAI-400 708





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Plot no.9, Sector -19, AiroliNavi Mumbai

Date: 19/06/2022

Minutes of Meeting

June 18, 2022

The offline departmental meeting was held on June 18, 2022 at 01:30 p.m. in CS Lab.

Following matters were discussed and finalized as per agenda.

❖ **Conduction of Certificate course of TYCS students**

It was decided that the Certificate Course should be conducted from 20th June, 2022 to 25rd June, 2022. It was decided that it should be 30 hrs separately for each class.

Syllabus compilation and preparation of time table for certificate course for TYCS is assigned to Mrs. Sarita Sarang for CS department.

❖ **Exam conduction of Certificate course**

After completion of lectures of certificate course on Saturday 25rd June, 2022 exam will be conducted for students in online mode.

Class teacher completed work related to bridge course like preparation of flyer, syllabus, timetable, feedback form, exam conduction, certificate design and distribution to SYCS students.

It will be conducted on google form and the exam will be conducted at 2 pm.

And finally the marksheet will be shared to the certificate committee for distribution of certificates.



❖ **Work Distribution**

Work Distribution for the Bridge Course was as follows:-

Name of the teacher	Duties Assigned
Mrs. Sarita Sarang	Flyer Designing, Report of the Certificate Course
Mrs. Sarita Sarang	Conduction of Exam and Preparation of Result
Mrs. Sarita Sarang	Certificate Designing and Feedback form designing and analysis
Mrs. Sarita Sarang	Writing Minutes of Meeting, Syllabus Compilation, Timetable, Certificate Distribution

Adjournment

Meeting was adjourned at 2:00 pm.

Following members were present:

Dr.(Mrs.)Leena Sarkar- Principal

Mrs. Janhavi Kshirsagar- CS-IT Coordinator

Asst. Prof Sarita Sarang

Dr. Sanjivani Nalkar

Asst. Prof Shakuntala Kulkarni

Signature

Leena

[Signature]

[Signature]





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Course Syllabus

Duration: - 30 hours

OBJECTIVES: -

- To analyze and determine the present IT infrastructure, services and processes.
- To create management practices which are futuristic in nature.
- To formulate a roadmap to elevate the state of the business.

OUTCOME: -

Students will be able to

- 1) Equipped with the knowledge and confidence needed Current in Organization.
- 2) Understand how to build better relationships with customers and within the organization.
- 3) Understand the essence of knowledge gained beyond the curriculum.

Module	Contents	Number of hours
I	<p>Introduction: The four perspectives (attributes) of IT service management, benefits of IT service management, business and IT alignment, What are services?, Service Management as a practice, The concept of Good Practice, Concept of a Service, Concept of Service Management, Functions and Processes, The process model and the characteristics of processes.</p> <p>Service Strategy: Objectives, Creating Service Value, Service Packages and Service Level Packages, Service Strategy Processes, Service Portfolio Management, Financial Management, Demand Management</p>	4 hours



	Case study/Assignment and test	2 hour
II	Service Design: Objectives, Major Concepts, Five Major Aspects of Service Design, Service Design Packages, Service Design Processes, Service Level Management, Supplier Management, Service Catalog Management, Capacity Management, Availability Management, IT Service Continuity Management	4 hours
	Case study/Assignment and test	2 hour
III	Service Transition: Objectives, Service Transition Processes, Knowledge Management, Service Asset and Configuration Management, Change Management, Release and Deployment Management, Service Validation and Testing, Service Operation: Objectives, Major Concepts, Service Operation Functions	4 hours
	Case study/Assignment and test	2 hour
IV	The Service Desk, Technical Management, IT Operations Management, Application Management, Service Operation Processes Continual Service Improvement: Objectives, Major Concepts Continual Service Improvement Processes, Service Level Management, Service Measurement and Reporting , CSI (7 Step) Improvement Process	4 hours
	Case study/Assignment and test	2 hour



Neena
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Time Table

Time	Monday 20/06/2022	Tuesday 21/06/2022	Wednesday 22/06/2022	Thursday 23/06/2022	Friday 24/06/2022	Saturday 25/06/2022
9:00 am - 10:00am	Module I (Janhavi)	Module IV (Shakuntala)	Module II (Sarita)	Module III (Sanjivani)	Module I (Janhavi)	Module IV (Shakuntal a)
10:10am -11:10 am	Module III (Sanjivani)	Module I (Janhavi)	Module IV (Shakuntala)	Module II (Sarita)	Module III (Sanjivani)	Module I (Janhavi)
11:30am - 12:30pm	Module II (Sarita)	Module III (Sanjivani)	Module I (Janhavi)	Module IV (Shakuntala)	Module II (Sarita)	Module III (Sanjivani)
12:40am - 1:40pm	Module IV (Shakuntala)	Module II (Sarita)	Module III (Sanjivani)	Module I (Janhavi)	Module IV (Shakuntala)	Module II (Sarita)
1.40pm- 2.40 pm	Module I Assignment	Module II Assignment	Module III Assignment	Module IV Assignment	Test 1	Test 2

Module I: Mrs. Janhavi Kshirsagar
Module III: Dr. Sanjivani Nalkar

Module II: Mrs. Sarita Sarang
Module IV: Ms. Shakuntala Kulkarni



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NAVI MUMBAI-400 708

Exam Paper

TYCS CERTIFICATE COURSE TEST

ITSM JULY 2021

jvmsctdeptofficial@gmail.com Switch account

* Required

Email *

Your email

NAME OF THE STUDENT *

Your answer

ROLL NUMBER *

Your answer

PLEASE ANSWER THE FOLLOWING QUESTIONS

Incident Management has a value to the business by? *

- Helping to control cost of fixing technology
- Enabling customers to resolve Problems
- Helping to maximise business impact
- Contributing to the reduction of impact

The BEST definition of an event is? *

- A situation where a capacity threshold has been exceeded and an agreed Service Level has already been impacted
- An occurrence that is significant for the management of the IT Infrastructure or delivery of services
- A problem that requires immediate attention
- A social gathering of IT staff to celebrate the release of a service



Which type of service change is BEST described as a pre-authorized change that is low risk, relatively common, and follows a procedure or work instruction? *

- Standard Change
- Minor Change
- Normal Change
- Emergency Change

"A set of specialized organizational capabilities for providing value to customers in the form of services" is the official definition of: *

- ITIL
- ITSM
- RACI
- Service Quality

What is the result of carrying out an activity, following a process or delivering an IT service known as? *

- Outcome
- Incident
- Change
- Problem

The RACI model is at the core of ensuring the integration of Processes and Functions. What does RACI abbreviation stand for? *

- Responsive, Accountable, Coordinated, & Informed
- Responsible, Actionable, Coordinated, & Integrated
- Responsibility, Accountability, Consult, & Inform
- Reasonable, Accommodating, Cooperative, & Inquisitive



Which process or function is responsible for management of the Data centre facility? *

- IT Operations Control
- Supplier Management
- Facilities Management
- Technical Function

What is the best definition of an Incident Model? *

- Predicting the impact of incidents on the network
- A type of Incident that is used as a best practice model
- A set of pre-defined steps to be followed when dealing with a known type of Incident
- An Incident that requires a separate system

Technical Management is NOT responsible for? *

- Maintenance of the local network
- Identifying technical skills required to manage and support the IT Infrastructure
- Defining the Service agreements for the technical infrastructure
- Response to the disruption to the technical infrastructure

What are the four perspectives or attributes of IT Service Management (ITSM)? *

- Protocols, People, Process, & Products/Technology
- Procurement, Policies, People, & Production Support
- Partners/Suppliers, Process, People, & Products/Technology
- Services Transition, Service Design, Service Strategy, & Service Operation



An outsourcer is considered a/an: *

- External Service Provider
- Internal Service Provider
- Shared Service Provider
- Matrix-Driven Service Provider

What is the difference between a Known Error and a Problem? *

- The underlying cause of a Known Error is known. The underlying cause of a Problem is not known
- A Known Error involves an error in the IT infrastructure. A Problem does not involve such an error
- A Known Error always originates from an Incident. This is not always the case with a Problem.
- With a Problem, the relevant Configuration Items have been identified. This is not the case with a Known Error.

The 3 types of Service Level Agreements structures are: *

- Customer based, Service based, Corporate based
- Corporate level, customer level, service level
- Service based, customer based, user based
- Customer based, service base, multi-level based

Which statement best describes the role of the Service Desk? *

- The primary task of the Service Desk is to investigate problems
- The Service Desk functions as the first contact for the customer
- The Service Desk ensures that the telephone is always manned
- The Service Desk ensures that the agreed IT service is available



Which process or function is responsible for monitoring activities and events in the IT infrastructure? *

- Service level management
- IT operations management
- Capacity management
- Incident management

The Service _____ volume provides guidance for the design and development of services and service management processes. *

- Design
- Transition
- Operation
- Strategy

In which process are negotiations held with the customer about the availability and capacity levels to be provided? *

- Availability Management
- Capacity Management
- Financial Management for IT Services
- Service Level Management

Which aspect of Availability is a measure of how long an IT service can perform its agreed function without interruption? *

- Maintainability
- Reliability
- Availability
- Serviceability



As per outcome based service, it ensures that managers plan and execute all aspects of service management entirely from the perspective of what is valuable to the _____

- Company
- Board of Directors
- Colleagues
- Customer

Which of these statements best reflects the purpose of change management? *

- To deliver successful projects to operations
- To provide controlled change
- To provide success strategies for the business
- To deliver an accurate configuration management system

Who is responsible for ensuring the process fits the desired purpose? *

- Service Owner
- Process Manager
- Internal Service Provider
- Process Owner

Which of the following is an objective of business relationship management? *

- To identify patterns of business activity
- To ensure high levels of customer satisfaction
- To secure funding to manage the provision of services
- To ensure strategic plans for IT services exist



What is another term for Uptime? *

- Mean Time Between Failures (MTBF)
- Mean Time to Restore Service (MTRS)
- Mean Time Between System Incidents (MTBSI)
- Relationship between MTBF and MTBSI

A means of delivering value to Customers by facilitating outcomes customers want to achieve without the ownership of specific costs or risks is the definition for which of the following? *

- Services
- Process
- Functions
- Utopia

Which of the following BEST describes the purpose of Event Management? *

- The ability to detect events, analyse them and determine the appropriate control action
- The ability to coordinate changes in events
- The ability to monitor and control projected service outages
- The ability to report on success of all batch processing jobs



Marksheet :

Score	NAME OF THE STUDENT	ROLL NUMBER
8 / 25	Vijay	1728
8 / 25	Rohit yadav	27
17 / 25	Bhakti Nakhwa	NA
20 / 25	Suraj yadav	1726
22 / 25	atharv khandge	1710
20 / 25	Ganesh sethi	1719
14 / 25	Vasanth	1729
19 / 25	SHRUTI SUNIL SHIRKE	1722
22 / 25	Niranjan Rane	1717
16 / 25	Yuvraj chavan	1705
15 / 25	Akash Devendra Sharma	1720
19 / 25	Vaishnavi bhosale	1702
19 / 25	Vignesh Puri	1716
14 / 25	Sujit khot	1711
18 / 25	Nilesh chauhan	1704
23 / 25	Mugale Megha Anand	1714
24 / 25	MANSI DAS	1706
16 / 25	Suvarna Suresh Kapase	1709
22 / 25	Gaurav Santkumar Singh	1723
19 / 25	Manoj Laxman Birajdar	1703
18 / 25	Harshal Shinde	1721
19 / 25	Vedant singh	1724
15 / 25	Nirmiti Narendra Mestri	1712



Feedback Form :

How useful to you was this course? *

- Very Useful
- Moderately useful
- Not at all useful

What skills or knowledge did you learn or improve? *

Your answer _____

How much did you learn from this course? *

- A great deal
- A lot
- A moderate amount
- A little
- Nothing

The lectures were clear & easy to understand. *

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Were the objectives of the course clear to you? *

- Very Clear
- Moderately Clear
- Not at all Clear



The course was organized in a manner that helped you understand the underlying concepts. *

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Overall, how would you describe the quality of the instruction in this course? *

- Excellent
- Very good
- Good
- Fair
- Poor

Neena

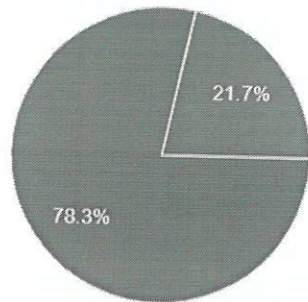


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Feedback Analysis

Were the objectives of the course clear to you?

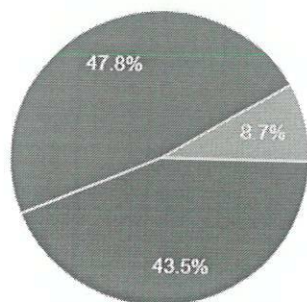
23 responses



- Very Clear
- Moderately Clear
- Not at all Clear

The lectures were clear & easy to understand.

23 responses

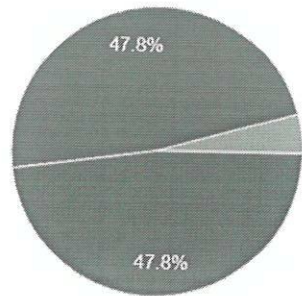


- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree



The course was organized in a manner that helped you understand the underlying concepts.

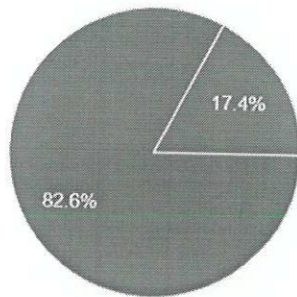
23 responses



- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

How useful to you was this course?

23 responses

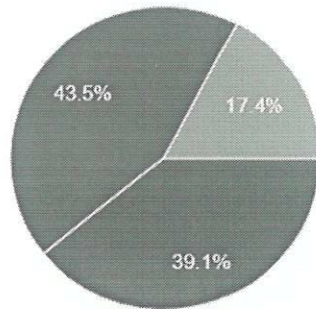


- Very Useful
- Moderately useful
- Not at all usefut



How much did you learn from this course?

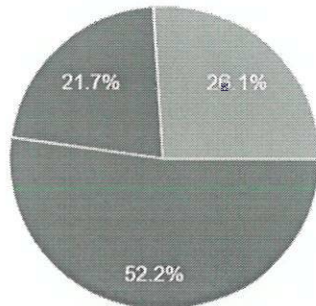
23 responses



- A great deal
- A lot
- A moderate amount
- A little
- Nothing

Overall, how would you describe the quality of the instruction in this course?

23 responses




- Excellent
- Very good
- Good
- Fair
- Poor



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Flyer



JNAN VIKAS MANDAL'S DEGREE COLLEGE
 NAAC RE-ACCREDITED 'A' GRADE (CGPA 3.33)
 Plot No. 9, Sector-19, Airoli, Navi Mumbai

**Department of Computer Science
 Organizes
 Certificate Course
 on
 IT Service Management
 for
 Third Year Computer Science**

Mrs. Sarita Sarang
 Dr. Sanjivani Nalkar
 Ms. Shakuntala Kulkarni

Mrs. Janhavi Kshirsagar
 CS-IT Coordinator

Date : 20th June to 25th June 2022
 Duration: 30 hours

Dr. Mrs. Leena Sarkar
 Principal

Certificate :



Jnan Vikas Mandal's Degree College
 NAAC Re-Accredited 'A' Grade (CGPA- 3.33)
 Plot No. 9, Sector-19, Airoli, Navi Mumbai, Maharashtra - 400 708

Certificate

This certificate is awarded to

<<NAME>>

of T.Y.B.Sc (C.S) who has successfully completed Certificate Course on "IT Service Management" organized by Department of Computer Science of JVM's Degree College from 20th June 2022 to 25th June 2022.

Asst. Prof. Janhavi Kshirsagar
 CS-IT Coordinator

Dr. (Mrs.) Leena Sarkar
 Principal



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Report on Certificate Course

The certificate course on "IT Service Management" was conducted for Third Year computer science students from 20/06/2022 to 25/06/2022. The duration of the course was 30 hours. The course was conducted by Computer Science department faculty members.

Mrs. Janhavi Kshirsagar Module I

Mrs. Sarita Sarang Module II

Dr. (Mrs.) Sanjivani Nalkar Module III

Ms. Shakuntala Kulkarni Module IV

The course benefitted 23 students.

The intention of this course was to introduce industry oriented subjects not covered in the regular curriculum. The course contents were designed to give enough knowledge of the subject as well as its application in the industry. The course was divided into four modules which covered all aspects of the subject and its application. The course also aimed at laying a strong foundation for the students to become successful in their careers.

The course objectives were: To analyze and determine the present IT infrastructure, services and processes. To create management practices which are futuristic in nature. To formulate a roadmap to elevate the state of the business.

A test was conducted for all the students using Google Form. All the teachers shared 5 questions based on the module taught in the course.

Due to network issues some students had not submitted paper, so retest was conducted the following day. A student has to secure a minimum 40% in the test to qualify for the certificate. Successful students were awarded certificates for the certificate course.

Asst. Prof. Janhavi Kshirsagar
Coordinator CS-IT DEPT



Dr. (Mrs) Neena Sarkar

Principal

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