

**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: 28/04/2023

**NOTICE**

All departmental members are hereby informed that the department meeting is arranged on 29 April, 2023 at 11:30 a.m.

**Agenda**

1. Conduction of Certification course of TYCS students
2. Subject Distribution

Asst. Prof. Janhavi Kshirsagar  
Coordinator CS-IT DEPT

Dr. B.R. Deshpande  
Vice -Principal

Dr. (Mrs) Leena Sarkar  
Principal

**PRINCIPAL**  
JNAN VIKAS MANDAL'S  
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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### Minutes of Meeting

The departmental meeting was held on April 29, 2023 at 11:30 am.

Following matters were discussed and finalized as per agenda.

#### ❖ Conduction of Certification course of TYCS students

It was decided that the certification course should be conducted from 13<sup>th</sup> June, 2023 to 20<sup>th</sup> June, 2023. For TYCS Information Technology Service Management subject is decided. And it was decided that it should be 30 hrs separately for each class.

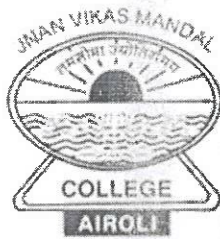
#### Following members were present:

Dr.(Mrs.) Leena Sarkar  
Asst. Prof. Janhavi Kshirsagar  
Asst. Prof Sarita Sarang  
Asst. Prof Sanjivani Nalkar  
Asst. Prof Shakuntala Kulkarni

#### Signature

Leena  
JK  
S  
S  
S





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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

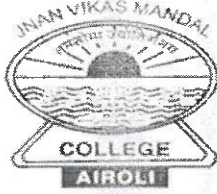
- 1) Equipped with the knowledge and confidence needed Current in Organization.
- 2) Understand how to build better relationships with customers and within the organization.
- 3) Understand the essence of knowledge gained beyond the curriculum.

Module	Contents	Number of hours
I	<b>Introduction:</b> 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. <b>Service Strategy:</b> Objectives, Creating Service Value, Service Packages and Service Level Packages, Service Strategy Processes, Service Portfolio Management, Financial Management, Demand Management Case study/Assignment and test	6 hours         1 hour
II	<b>Service Design:</b> 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	6 hours
	Case study/Assignment and test	1 hour
III	<b>Service Transition:</b> Objectives, Service Transition Processes, Knowledge Management, Service Asset and Configuration Management, Change Management, Release and Deployment Management, Service Validation and Testing, <b>Service Operation:</b> Objectives, Major Concepts, Service Operation Functions	6 hours
	Case study/Assignment and test	1 hour
IV	The Service Desk, Technical Management, IT Operations Management, Application Management, Service Operation Processes <b>Continual Service Improvement:</b> Objectives, Major Concepts Continual Service Improvement Processes, Service Level Management, Service Measurement and Reporting , CSI (7 Step) Improvement Process	6 hours
	Case study/Assignment and test	1 hour





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**Certificate Course TimeTable**

**Academic Year: 2023-2024**

**Class : T.Y.B.Sc. (C.S)**

Time	Tuesday 13/06/2023	Wednesday 14/06/2023	Thursday 15/06/2023	Friday 16/06/2023	Saturday 17/06/2023	Monday 19/06/2023	Tuesday 20/06/2023
8:40am to 9:30am	Module I (Janhavi)	Module I (Janhavi)	Module I (Janhavi)	Module I (Janhavi)	Module I (Janhavi)	Module I (Janhavi)	Module I (Janhavi)
9:30am to 10:10am	Module III (Sanjivani)	Module IV (Shakuntala)	Module IV (Shakuntala)	Module II (Sarita)	Module III (Sanjivani)	Module IV (Shakuntala)	Module IV (Shakuntala)
10:10am to 11:00am	Module II (Sarita)	Module III (Sanjivani)	Module II (Sarita)	Module IV (Shakuntala)	Module II (Sarita)	Module III (Sanjivani)	Module II (Sarita)
11:00am to 11:50am	Module IV (Shakuntala)	Module II (Sarita)	Module III (Sanjivani)	Module III (Sanjivani)	Module IV (Shakuntala)	Module II (Sarita)	Module III (Sanjivani)

**Module I:** Mrs. Janhavi Kshirsagar

**Module II:** Mrs. Sarita Sarang

**Module III:** Dr. Sanjivani Nalkar

**Module IV:** Ms. Shakuntala Kulkarni

**Mrs. Janhavi Kshirsagar**  
Co-ordinator of CS/IT dept

**Dr. B. R. Deshpande**  
Vice -Principal

**Dr. Leena Sarkar**  
Principal

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Exam Paper

# TYB.Sc(CS )CERTIFICATE COURSE TEST 2023-24 Term 1

Course name - ITSM  
2023

Month - June

jvmcsitdeptofficial@gmail.com Switch account



\* Indicates required question

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
3 / 25	Aryan waghmare
18 / 25	Rishabh Dubey
19 / 25	Amit udaybhan Thakur
22 / 25	Smita Gavit



16 / 25	Khushboo Singh
21 / 25	Sakshi Ashok Naik
20 / 25	Shrejal Shreedhar Hande
20 / 25	Vinit Rambachan Gupta
19 / 25	MD Javed Khan
23 / 25	Aniruddh Suhas hatkar
23 / 25	Pranay shankar jadhav
23 / 25	Sahil Gupta
21 / 25	Sujal lodha
21 / 25	Pranil dhamal
	RAVISHANKAR DURGASHANKAR
18 / 25	GAUTAM
21 / 25	Anushka Chavan
20 / 25	Bhagyashree bhandari
21 / 25	Aryan Mahendra Mokashi
9 / 25	Dharmesh Patel
21 / 25	Jaswant Patel
22 / 25	Rahul kailash Gupta
12 / 25	Deepak Pal
18 / 25	Amisha Achari
20 / 25	ARPIT TIWARI
16 / 25	Mhetre Ganesh Vishwanath
17 / 25	Ketna Mhatre
21 / 25	Kumud Singh
15 / 25	Gaurav singh gobari
21 / 25	Vinita mandal
13 / 25	Atharva Santosh Shinde
15 / 25	Yash kadam
23 / 25	SHIVANI PANDEY

**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
- No: 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

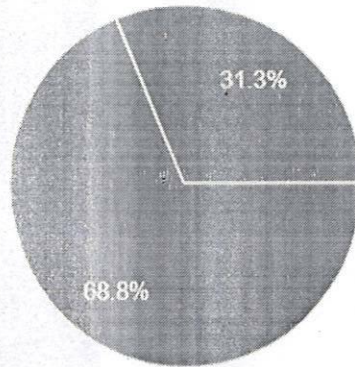




## Feedback Analysis

Were the objectives of the course clear to you?

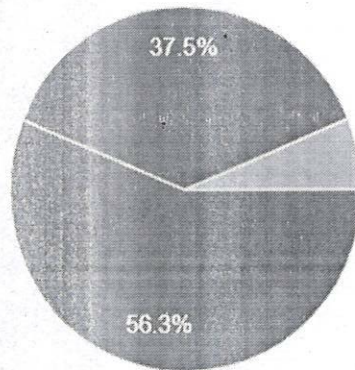
16 responses



- Very Clear
- Moderately Clear
- Not at all Clear

The lectures were clear & easy to understand.

16 responses

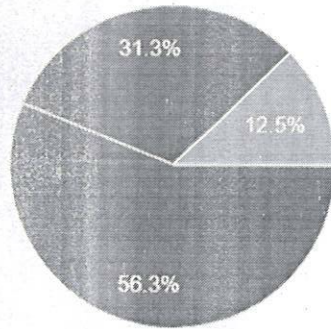


- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree



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

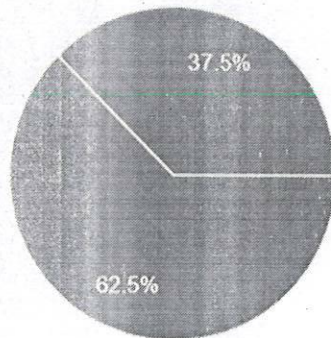
16 responses



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

How useful to you was this course?

16 responses

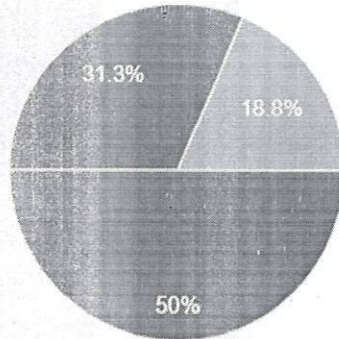


- Very Useful
- Moderately useful
- Not at all useful



How much did you learn from this course?

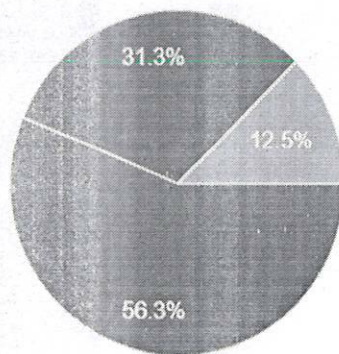
16 responses



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

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

16 responses



- Excellent
- Very good
- Good
- Fair
- Poor



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

Date : 13<sup>th</sup> June to 20<sup>th</sup> June 2023

Duration: 30 hours

Mrs. Janhavi Kshirsagar  
CS-IT Coordinator

Dr. B.R. Deshpande  
Vice-Principal

Dr. Mrs. Leena Sarkar  
Principal



Certificate :



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NAAC RE-ACCREDITED 'A' GRADE (CGPA-3.33)  
Plot No. 9, Sector - 19, Airoli, Navi Mumbai, Maharashtra - 400 703

## CERTIFICATE

*This certificate is awarded to*

<<NAME>>

*Of T.Y.BSc(C.S) who has successfully completed  
Certificate Course on "IT Service Management"  
organized by Department of Computer Science of  
JVM's Degree College from 13<sup>th</sup> June 2023 to 20<sup>th</sup>  
June 2023 .*

*Mrs. Janhavi Kshirsagar  
Coordinator CS-IT*

*Dr.B.R.Deshpande  
Vice-Principal*

*Dr. 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 13/06/2023 to 20/06/2023. 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 33 students. Some students were absent due to late admission or medical reason.

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.

*Keena*



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