Msc(I.T) SEM -IV MOCK Examination SEP-2020

Sr. No	Question	Option 1	Option 2	Option 3	Option 4	Correct Answer
1	The service portfolio represents the commitments and investments made by a service provider across all customers and market space.	Investments	Time Spent	Product	Infrastructure	1
2	The _____ approach help managers prioritize investments and improve the allocation of resources.	Office Management	Portfolio Management	Stock Management	Stakeholder Management	2
3	_____ is fitness for purpose and _____ is fitness for use.	Warranty , Utility	Utility, Utility	Warranty, warranty	Utility, Warranty	4
4	_____ is what the customer gets, and _____ is how it is delivered.	Utility, Utility	Warranty , Utility	Utility, Warranty	Utility, Warranty	3
5	_____ can span organizational and geographic boundaries, often in complex variants creating unique designs and patterns of execution.	service process	Business processes	agent process	application process	2
6	The performance _____ required to Identifying Service Requirements,	Measurements and matrics	Maintainces	Skill	Ability	1
7	_____ provides a formal and universal standard for organizations seeking to have their service management capabilities audited and certified.	ISO/ICE 20000	ISO/IEC 2000	ISO/IEC20000	ISO/ECI 20000	3
8	_____ is not-for-profit, international consortium that drives the development convergence and adoption of e-business standards.	SOA	OASIS	SOP	OLAP	2
9	A structure and _____approach to design activities should be adopted.	holistic	unrealistic	intermittent	historical	1
10	Selecting a set of suppliers and completing tendering process would include	Statement of return	Statement of requirement	Choicing of requirement	Structure of requirement	2
11	Which of the following is not a part of tendering process	RFI	RFP	RFQ	RFB	4
12	___describes the relationships between supporting services,shared servicesand components necessary to support provision of service to business.	Technical Service Category	Technical Set Catalouge	Technical Service Catalouge	Technical ChangeCatalouge	C
13	Each released package is designed and managed by ___request to ensure efficient control and traceability.	Lock	change	release	track	C
14	Which of bthe following principle of service transition provides support systems for automating standard processes to reduce adoption resistance.	Adopting common framework and standard policy	Adopting views and standard policy	Adopting common framework and standard policy	Adopting common resistance and standard policy	A

#	Question	A	B	C	D	Ans
15	_____models helps us to build experience and trust in service transition activities.	Usable standards service transition	reusable standards service transition	reusable standards activity transition	reusable standards service trust	B
16	Reconstructionn of crashed application module is related to _____change.	standard	normal	emergency	unstructured	C
17	There are ___nos of R,s of ITIL change Management.	two	five	three	seven	D
18	For any change to be done we need to create _____.	Request For Change	Request For Charge	Request For Conversion	Request For Challenge	A
19	Which of the following is not an malor benifit of Service Asset and Configuration Management.	Better planning and delivery of changes and release.	Improved cost management of services	Increasing the risk of non compliance to regulatory standards	More efficient resolution of incidents and problems.	C
20	The purpose of the transition planning and support activies are--------------------	provide support for service transition team and people	value to business	coordinate activites across project	both a &c	d
25	Release policy should depend------------------	unique identification number	people	scope	both a &b	d