

Roll No: -----

Set1

**UNIVERSITY OF PETROLEUM
AND ENERGY STUDIES**



End Semester Examination – April, 2017

Program/course: B. Tech. CSE (CCVT)
Subject: Managing the Cloud
Code : CSIB 494
No. of page/s: 1

Semester – VIII
Max. Marks : 100
Duration : 3 Hrs

Section A

4*5=20

1. Explain information management in service catalogue.
2. Explain the terms BRM and SLM.
3. What slows down a computer, explain?
4. Write a justification in favor or contradiction of the billing options in SaaS delivery as below–
 - a. Monthly subscription fees
 - b. Per-user monthly fees

Section B

5*12=60

5. Explain cloud security audits and its process in detail.
6. Explain OSS and BSS. Draw a neat and self-explanatory diagram to exhibit OSS and BSS.
7. What is troubleshooting? Explain various symptoms. Explain maintenance outages.
8. Explain patching and update. Why manual patching is mandatory in enterprise framework?
9. What do you mean by cloud layers? What are horizontal and vertical slices on layers?

Section C

1*20=20

10. What is service catalogue? How the service catalogue is set up and maintained? Explain the role of service catalogue manager.

Or

11. Explain the following with the help of neat diagram/s and proper examples as per the usage –
 - a. Public Cloud Solution for Enterprise
 - b. Private Cloud Solution for Enterprise

- c. Hybrid Cloud Solution for Enterprise
- d. Virtual Private Cloud Solution

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Set2

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Section A

4*5=20

1. Draw the operational view of cloud service management and cloud service usage.
2. Explain the billing process for the IT services delivered through cloud business model.
3. Explain information management in service catalogue.
4. What slows down a computer, explain?

Section B

5*12=60

5. What is troubleshooting? Explain various symptoms.
6. Explain the business of application hosting on cloud with proper example.
7. Explain cloud security audits and its process in detail.
8. Explain patch management. Discuss various tools for patch management.
9. Explain the purpose and scope of service catalogue. Draw a sample catalogue for a cloud IaaS provider.

Section C

1*20=20

10. (a) What is meant by the term maintenance? Explain the different types of maintenance in actual usage scenario.
(b) Explain patching and update. Why manual patching is mandatory in enterprise framework?

Or

11. What is service catalogue? How the service catalogue is set up and maintained? Explain the role of service catalogue manager.