

Name:	
Enrolment No:	

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
End Semester Examination, December 2018

Course: IT Infrastructure Management Service Models and Benefits	Semester: V
Programme: B.Tech CS with IT Infrastructure	Course code:CSIB309
Time: 03 hrs.	Max. Marks: 100

SECTION A

S. No.		Marks	CO
Q 1	Describe the three stages of evolution of IT service Delivery Model?	4	CO1
Q 2	Explain the different types of communication for 24x7 support with example	4	CO2
Q 3	Define the “Managed Hosting” and explain its different types	4	CO3
Q 4	List out the Disadvantages of Mobile Enterprise service	4	CO4
Q 5	Explain the technical support tiers or levels, in order to serve a business or customer base	4	CO3


SECTION B

Q 6	Illuminate different approaches of captive model and the ways in which working of captive model can be carried out?	10	CO1
Q 7	Describe Dedicated-hosting model and explain the service management in dedicated hosting? Or Illustrate the different types of server’s with neat diagrams	10	CO3
Q 8	Analyse different security issues in SaaS cloud model	10	CO5
Q 9	Describe the components of Managed mobility services and its advantages and disadvantages	10	CO4

SECTION-C

Q 10	Discuss the different cloud-computing models through which service delivers and list out the elements of service models.	20	CO5
Q 11a	Explain the following terms a. Router b. Firewall c. Repeater d. Gateway Or Create the service level Agreement in Service Management of Shared hosting	10	CO3
Q 11b	Apply the setup, operations, changes and transformation to run the business in cost efficient manner. Or Create the ITSM process efficiency by applying the Knowledge Management Tool	10	CO2

and Communities

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INSTRUCTIONS:			
SECTION A			
S. No.		Marks	CO
Q 1	Describe the onsite model with neat diagram	4	CO1
Q 2	List the elements of service Improvement in 24x7 support service	4	CO2
Q 3	Define the “Managed Hosting” and explain its different types	4	CO3
Q 4	List out the advantages of Mobile Enterprise service	4	CO4
Q 5	Explain the technical support tiers or levels, in order to serve a business or customer base	4	CO3
SECTION B			
Q 6	Explain the Total Outsourcing System (TOS) Model activities, advantages and disadvantages?	10	CO1
Q 7	Describe shared -hosting model and explain the service management in shared hosting? Or Illustrate the different types of server’s with neat diagrams	10	CO3
Q 8	Describe the components and contributions of Mobile Application Platform Management and its advantages and disadvantages	10	CO4
Q 9	Analyse different security issues in PaaS and IaaS cloud model	10	CO5
SECTION-C			
Q 10	Discuss the different cloud-computing models through which service delivers and list out the elements of service models.	20	CO5
Q 11	Create the ITSM process efficiency by applying the Knowledge Management Tool, Communities,Collaboration and Workflow Management Or	20	CO2
	i. Describe the categories of Mobile collaboration applications and need for mobile Unified communication and collaboration (UCC) system ii. Create the service level Agreement in Service Management of Shared hosting	20	CO3

