UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
End Semester Examination, May 2019

Course: Technology & Tools for Infra management Semester: VIII
Program: B.Tech CS with IT Infrastructure Time 03 hrs.
Course Code: CSIB440 Max. Marks: 100
Instructions: Answer ALL the Questions

SECTION A

S. No.		Marks	CO
Q 1	Distinguish between Traditional IT vs ITSM Process	4	CO1
Q 2	List the various Features of IPHost ITSM tool	4	CO2 ,CO4
Q 3	Explain the various Dimensions of interoperability in IoT	4	CO1
Q 4	Demonstrate the requirement of ITSM tool for Enterprise in terms of IT infrastructure management	4	CO2
Q 5	Discuss the different benefits of cloud computing	4	CO1

SECTION B

Q 6	Describe the User Experience and End User Experience with their Advantages	10	CO1
Q 7	List the various parameters to consider while choosing a new IT service management tool and explain briefly	10	CO2
Q 8	Demonstrate the ITSM tool HEAT software features and functionalities and benefits Or Demonstrate the ITSM tool HP OpenView features and functionalities and benefits	10	CO3, CO4
Q 9	Explain briefly various IT infrastructure Mapping processes on ITSM tool	10	CO3

SECTION-C

Q 10	Platforms power the modern digital agenda. They support new business models and the ecosystems built around them. As a company on its own digital transformation journey, Accenture is embracing cloud-based, highly configurable and scalable platforms. In 2015, our internal IT organization recognized the need for platform change in our service management tools and capabilities. Service management applications from a variety of business areas had reached a point where they could not be easily upgraded or extended in line with company strategy. This situation led us to assess the marketplace for a comprehensive, leading edge and secure platform to meet new and existing needs. As a IT Infrastructure student which ITSM tool you suggest to provide a solution that met IT service management (ITSM) requirements and could quickly expand to	20	CO2, CO3, CO4

	support non-IT services for other internal functions. Explain your strategy and solution to above problem		
Q 11	Apply the IT infrastructure management in the following emerging trends i. Business Intelligence ii. Robotic Process Automation iii. Internet of Things Or As a powerful ITSM solution, Cherwell Service Management enables an organization to automate and optimize ITIL processes effectively.it also propels continual service improvement. ITIL PinkVERIFY is designed to offer ITIL processes. The sole aim and objective of designing Cherwell tool helps your organization to reduce time to value by aligning with the best practices of business entities. Identify the various ITIL services operations, which are required to process the Cherwell Tool effectively. explain in detail	6+6+8 20	CO1 CO2, CO3

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SECTION A			
S. No.		Marks	CO
Q 1	Distinguish between Traditional IT vs ITSM Process	4	CO1
Q 2	Discuss the different benefits of cloud computing	4	CO1
Q 3	Describe an importance of ITSM tools for IT Infrastructure management	4	CO2
Q 4	List the various Features of IPHost ITSM tool	4	CO2, CO4
Q 5	Distinguish between IT infrastructure Mapping and IT infrastructure Monitoring	4	CO4
SECTION B			
Q 6	Explain the Dimensions of interoperability and layers of IOT with neat diagram	10	CO1
Q 7	List the various streamlines of IT infrastructure to accomplish business efficiency	10	CO1
Q 8	Demonstrate the ITSM tool HEAT software features and functionalities and benefits Or Demonstrate the ITSM tool HP OpenView features and functionalities and benefits	10	CO3, CO4
Q 9	Explain briefly various IT infrastructure Mapping processes on ITSM Tool	10	CO3
SECTION-C			
Q 10	Platforms power the modern digital agenda. They support new business models and the ecosystems built around them. As a company on its own digital transformation journey, Accenture is embracing cloud-based, highly configurable and scalable platforms. In 2015, our internal IT organization recognized the need for platform change in our service management tools and capabilities. Service management applications from a variety of business areas had reached a point where they could not be easily upgraded or extended in line with company strategy. This situation led us to assess the marketplace for a comprehensive, leading edge and secure platform to meet new and existing needs. As a IT Infrastructure student which ITSM tool you suggest to provide a solution that met IT service management (ITSM) requirements and could quickly expand to	20	CO2, CO3, CO4

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Q 11	Apply the IT infrastructure management in the following emerging trends
	    i. Business Intelligence
	    ii. Robotic Process Automation
	    iii. Internet of Things
	                          Or
		6+6+8	CO1

	As a powerful ITSM solution, Cherwell Service Management enables an organization to automate and optimize ITIL processes effectively.it also propels continual service improvement. ITIL PinkVERIFY is designed to offer ITIL processes. The sole aim and objective of designing Cherwell tool helps your organization to reduce time to value by aligning with the best practices of business entities. Identify the various ITIL services operations, which are required to process the Cherwell Tool effectively. explain clearly	20	CO2, CO3