

Name:

Enrolment No:



UNIVERSITY OF PETROLEUM AND ENERGY STUDIES

End Semester Examination, July 2020

Course: IT Infrastructure Management operations

Semester: IV

Course Code: CSIT3002

Time: 2hr

Programme: B.Tech-CSE+ IT Infra

Max. Marks: 100

Instructions:

M C	What is the best definition of an Incident Model?	Predicting the impact of incidents on the network	incorrect	A type of Incident that is used as a best practice model	incorrect	A set of pre-defined steps to be followed when dealing with a known type of Incident	correct	An Incident that requires a separate system	incorrect
M C	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	correct	A Known Error involves an error in the IT infrastructure. A Problem does not involve such an error.	incorrect	A Known Error always originates from an Incident. This is not always the case with a Problem.	incorrect	With a Problem, the relevant Configuration Items have been identified. This is not the case with a Known Error.	incorrect
M C	Information is regularly exchanged between Problem Management and Change Management. What information is this?	Known Errors from Problem Management, on the basis of which Change Management can	incorrect	RFCs resulting from Known Errors	correct	RFCs from the users that Problem Management passes on to Change Management	incorrect	RFCs from the Service Desk that Problem Management passes on to Change Management	incorrect

		generate Requests for Change (RFCs)							
MC	Incident Management has a value to the business by?	Helping to control cost of fixing technology	incorrect	Enabling customers to resolve Problems	incorrect	Helping to maximize business impact	incorrect	Contributing to the reduction of impact	correct
MC	Which of the following is NOT an example of a Service Request?	A user calls the Service Desk to order a new mouse	incorrect	A user calls the Service Desk because they would like to change the functionality of an application	correct	A user calls the service desk to reset their password	incorrect	A user logs onto an internal web site to download a licensed copy of software from a list of approved options	incorrect
MC	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	incorrect	An occurrence that is significant for the management of the IT Infrastructure or delivery of services	correct	A problem that requires immediate attention	incorrect	A social gathering of IT staff to celebrate the release of a service	incorrect
MC	Which of the following is NOT an objective of Service Operation?	Through testing, to ensure that services	correct	To deliver and support IT Services	incorrect	To manage the technology used to	incorrect	To monitor the performance of technol	incorrect

		are designed to meet business needs				deliver services		ogy and processes	
M C	Which of the following BEST describes the purpose of Event Management?	he ability to detect events, analyse them and determine the appropriate control action	correct	The ability to coordinate changes in events	incorrect	he ability to monitor and control projected service outages	incorrect	The ability to report on success of all batch processing jobs	incorrect
M C	IT Service Management using the ITIL Framework is more important than achieving the Business Objectives?	I disagree with this statement	correct	I agree with this statement	incorrect	I need to check with my Manager	incorrect	Both b & C	incorrect
M C	You are in charge of putting an agreement in place between your organization and a supplier of support services from outside your company. What is the name of the document that you must create?	Operational Level Agreement (OLA)	incorrect	Underpinning contract (UC)	correct	Service Catalog (SC)	incorrect	Service Level Agreement (SLA)	incorrect
M C	A new application has been released across the organization. The application was not	Service Desk	incorrect	Problem Management	incorrect	Incident Management	correct	Release Management	incorrect

	properly tested. When all the staff come in for work after the weekend they are unable to get access to the new application. Which process will first notice the effect of this?								
MC	You have to send an e-mail to your colleagues about the definition of Problem Management. Which of the following descriptions would you select?	Problem Management aims to get to the root cause of Incidents and then initiate actions to improve or correct the situation.	correct	Problem Management is about classifying incidents into related problems.	incorrect	Problem management seeks information from Configuration Management regarding the technical nature of the infrastructure	incorrect	Problem Management is an activity that is only performed periodically and not each day.	incorrect
MC	You work on the Service Desk. You have noticed that every Monday morning you receive a lot of calls regarding the unavailability of an application. Which process will benefit the most from learning about your findings?	incident management	incorrect	problem management	correct	Event management	incorrect	change management	incorrect

M C	Which of the following is defined as the underlying cause of one of more unplanned interruptions to an IT Service?	Incident	incorrect	Workaround	incorrect	Problem	correct	Event	incorrect
M C	Which of the following is the purpose of the Request Fulfillment process?	To provide users with information on service availability and the required steps to obtain them	incorrect	To manage the lifecycle of all Service Requests from users	correct	To allow users to make use of IT Services, data or other assets	incorrect	To ensure that normal service operation is restored as quickly and the business impact is minimized	incorrect
M C	As a category, Event are of _____ types	Exception	incorrect	Informational	incorrect	Both	correct	None	incorrect
M C	Incidents can be logged by	Technical Staff	incorrect	User	incorrect	Service Desk	incorrect	All	correct
M C	What is the key role of service operations?	To deal with the internal focus of an organization	incorrect	To deal with the external focus of an organization	incorrect	To achieve a balance between conflicting set of priorities	correct	To deal with the information security of an organization	incorrect
M C	How can be a proactive organization defined as?	An organization where there is no need for an external driver	incorrect	An organization is one which does not act unless it is prompted	incorrect	An organization which is always looking for ways to improve the	correct	All	incorrect

				d to do so by an external driver		current situation			
M C	How many types of documentations are there in any process associated with IT Operations Management?	6	correct	12	incorrect	3	incorrect	9	incorrect
M C	RFCs can be an input for which of the following process?	Request fulfillment management	correct	Access management	incorrect	Incident management	incorrect	Problem management	incorrect
M C	identify which of the following operation related to "Craft Era"	simple project	incorrect	Batch Project	incorrect	Both	correct	None	incorrect
M C	Example for software as IT infrastructure is	Data centers	incorrect	ERP	incorrect	CRM	incorrect	Both b & C	correct
T F	Operation Bridge is not a physical location where IT service and IT infrastructure are Monitor and Managed	FALSE	TRUE						
M C	IT Operation Management function is divided into _____sub- functions	3	incorrect	4	incorrect	1	incorrect	2	correct
M C	Lean production belongs to _____Era	Craft	incorrect	Mass Production	incorrect	Strategic Operation	correct	IT Operation	incorrect
M C	What is included in a policy document?	Structured set of activities	incorrect	Management expectations and	correct	Steps that specify how to	incorrect	None	incorrect

				intention s in a formally docume nted manner		achieve an activity			
M C	What is work instruction documentation ?	A docume nt contai ning a structu red set of activities designed to accompl ish a specific objectiv e	incor rect	A docume nt contai ning manage ment expectati ons and intention s in a formally docume nted manner	incor rect	A docume nt contai ning detailed instructi ons that specify exactly what steps to follow to carry out an activity in a defined way	corre ct	A docume nt contai ning steps that specify how to achieve an activity	incor rect
M C	What is a procedure document?	A docume nt contai ning a structu red set of activities designed to accompl ish a specific objectiv e	incor rect	A docume nt contai ning steps that specify how to achieve an activity	corre ct	A docume nt contai ning manage ment expectati ons and intention s in a formally docume nted manner	incor rect	A docume nt contai ning detailed instructi ons that specify exactly what steps to follow to carry out an activity in a defined way	incor rect
M C	What is a process document?	A docume nt contai ning detailed instructi	incor rect	A docume nt contai ning a structure d set of	corre ct	A docume nt contai ning manage ment	incor rect	None	incor rect

		ons that specify exactly what steps to follow to carry out an activity in a defined way		activities designed to accomplish a specific objective		expectations and intentions in a formally documented manner			
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