## UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
### End Semester Examination, May2020

Course: Technology & Tools for Infra. Mgmt.        Semester:  VIII
Program: **B.TECH CS with Infrastructure Management**    Time:   03 hrs.
Course Code: CSIB440                         Max. Marks: 100

**Instructions: Answer ALL the Questions**

### SECTION A

| S. No. | | Marks | CO |
|---|---|---|---|
| Q 1 | Need of Tools & Technology for IT infrastructure<br>a.   High  IT costs               b. improving service level<br>c.  decreasing the ROI          d. decreasing the transparency and auditability | **2** | **CO1** |
| Q 2 | S.M.A.R.T goals are Specific, Meaningful, Action Oriented, Realistic, Timeline Driven<br>a .True     b. False | **2** | **CO1** |
| Q 3 | ITSM process not supports -------<br>a.   process Focus   b. prevention   c. centralized     d .proactive | **2** | **CO1** |
| Q 4 | Which of the following areas are affected by BI?<br>a. Revenue   b. CRM   c. Sales   d. All of the mentioned | **2** | **CO1** |
| Q 5 | Which characteristics involve the facility the thing to respond in an intelligent way to a particular situation?<br>a. Intelligence        b. Connectivity  c. Dynamic Nature  d. Enormous Scale | **2** | **CO1** |
| Q 6 | _____ empowers IoT by bringing together everyday objects.<br>a. Intelligence  b. Connectivity  c. Dynamic Nature  d. Enormous Scale | **2** | **CO1** |
| Q 7 | IoT devices are naturally vulnerable to _____ threats.<br>a. Sensors   b. Heterogeneity  c. Security  d. Connectivity | **2** | **CO1** |
| Q 8 | Which of the following are benefits or use of BI?<br>a.   With BI, firms can identify their most profitable customers<br>b.   Quickly detect warranty-reported problems to minimize the impact of<br>c.   Data mining        d. Both a and b | **2** | **CO1** |
| Q 9 | RPA interacts with multiple applications at the ----------- Layer.<br>a.   Presentation    b. Object  c. Data  d. None | **2** | **CO1** |
| Q 10 | All the RPA tools provide both front and back office automation.<br>a.True          b. False | **2** | **CO1** |
| Q 11 | which of the following are benefits of ITSM tools<br>a.   Driving Business Transformation,   b. increasing costs     c. both   d. None | **2** | **CO2** |
| Q 12 | which of the following is not a ITSM tool<br>a.   ServiceNow   b. BMC Remedy c. HOVP  d. Heat Software | **2** | **CO2** |

| Q 13 | ServiveNow is typically focus on Enterprise & Mid-Size business customers<br>  a.  True     b. False | **2** | **CO2** |
|---|---|---|---|
| Q 14 | Which is not included in the element of service portfolio?<br>a. Business Service Catalogue     b. Service Pipeline<br>c. Service Catalogue                d. Retired Services | **2** | **CO3** |
| Q 15 | Who is accountable for various customer facilities within an organization?<br>a. Service owner                b. Change manger<br>c. Release Manager            b. Problem Manager | **2** | **CO3** |
| Q 16 | By using HEAT Software, you can map incidents across IT infrastructure.<br>a. True            b. False | **2** | **CO3** |
| Q 17 | Change manager ensures the change initiatives meet organizational objectives within timelines.<br>a. True            b. False | **2** | **CO3** |
| Q 18 | ITIL process map covers the complete ITIL Service Lifecycle of:<br>a. Service Strategy and Design    b. Service Transition and Operation<br>c. Continual Service Improvement   d. All of the above | **2** | **CO3** |
| Q 19 | Which one is the valid type of SLA?<br>a. Technology-based SLA            b. Customer-based SLA<br>c. Priority-based SLA               d. Location-based SLA | **2** | **CO3** |
| Q 20 | IPHost Network Monitor is an easy-to-use Windows application which helps users to deal with network and server monitoring.<br>a. True   b. False | **2** | **CO4** |
| Q 21 | Project monitoring is usually referred as:<br>a. Evaluation    b. Impact Evaluation<br>c. Process Evaluation   d. Performance Evaluation | **2** | **CO4** |
| Q 22 | If a failure is detected through monitoring tool in a live IT support environment, when should an incident be raised?<br>a. An incident should not be raised if the technicians have seen this before and have a workaround<br>b. Only if the failure results in a service level being breached<br>c. Immediately, to limit or prevent impact on users<br>d. When users notice the failure | **2** | **CO4** |
| Q23 | The purpose of event management is to:<br>a. To implement monitoring tools<br>b. To monitor and control the activities of technical staff<br>c. To detect, sense, & determine appropriate control action<br>d. None of the above | **2** | **CO4** |
| Q 24 | Performance Management process is responsible for monitoring an IT service and detecting when the performance drops below acceptable limits?<br>a. True   b. False | **2** | **CO4** |
| Q25 | Capacity Management is responsible for monitoring activities and events in the IT Infrastructure.<br>a. True   b. False | **2** | **CO4** |
| Q 26 | service desk manger exhibits _____ skills to fulfillment of the request<br>a.   Technical b. ethical c. conceptual d. situational | **2** | **CO4** |
| Q27 | Activities are managed by | **2** | **CO3** |

| | | | |
|---|---|---|---|
| | a.   status change  b. incident versions c. incident knowledge d. Event log | | |
| Q28 | HPOV is the product of Hewlett-Packard.<br>a. False             b. True | **2** | **CO2** |
| Q29 | BMC as an ITSM tool was  named after three persons' surname initials namely, Scott Boulette, John J. Moores, and Dan Cloer.<br>a. True             b. False | **2** | **CO2** |
| Q30 | Cherwell Software  delivers how many ITIL processes?<br>a. 5   b. 10   c. 11   d. 15 | **2** | **CO2** |
| **SECTION B** | | | |
| Q 31 | Illuminate the various streamlines of IT infrastructure to accomplish business efficiency<br><br>or<br><br>Describe various emerging trends that have revolutionized the IT infrastructure Management | **10** | **CO1** |
| Q 32 | Describe the ServiceNow and its features & functionalities<br>Or<br>Describe the Cherwell and its features & functionalities | **10** | **CO2** |
| **SECTION-C** | | | |
| Q 33 | Demonstrate the ITSM tool as HEAT software features & functionalities and benefits | **10** | **CO3** |
| Q 34 | Explain the need of IT infrastructure Monitoring and  features of IPHost ITSM Tool | **10** | **CO4** |

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