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| Name:   |   |  |     |
| Enrolment No:   |   |  |     |
| <b>UPES</b><br><b>End Semester Examination, May 2024</b>  |   |  |     |
| <b>Programme Name : B. Tech. CSE(BAO/CSF/CCVT)</b>  |   | <b>Semester : 8</b>  |     |
| <b>Course Name : IT Service Delivery &amp; Management Operation</b>   |   | <b>Time : 03 hrs</b>   |     |
| <b>Course Code : CSIT4006P</b>  |   | <b>Max. Marks: 100</b>   |     |
| <b>Nos. of page(s) : 2</b>  |   |  |     |
| <b>Instructions: Students are supposed to provide suitable examples and draw diagrams wherever applicable. Assume any missing data and answer appropriately with details.</b> |   |  |     |
| <b>SECTION A</b><br><b>(5Q X 4M = 20Marks)</b>  |   |  |     |
| S. No.  |   | Marks  | CO  |
| Q 1.  | Explain onsite service delivery model.  | 4  | CO1 |
| Q 2.  | Define SLA.   | 4  | CO1 |
| Q 3.  | Describe service level review.  | 4  | CO2 |
| Q 4.  | What do you understand by configuration management?   | 4  | CO2 |
| Q 5.  | Illustrate SIAM?  | 4  | CO3 |
| <b>SECTION B</b><br><b>(4Q X 10M= 40 Marks)</b>   |   |  |     |
| Q 6.  | Explain ITSCM using an appropriate diagram.   | 10   | CO1 |
| Q 7.  | Illustrate the significance of ITIL in IT Service delivery and operations   | 10   | CO2 |
| Q 8.  | Describe the various steps that need to be followed for implementing SLM. Explain using a proper diagram.   | 10   | CO3 |
| Q 9.  | Discuss the roles and responsibilities of a third party service provider.   | 10   | CO4 |
| <b>SECTION-C</b><br><b>(2Q X 20M=40 Marks)</b><br><b>Attempt any one question from question no. 8</b>   |   |  |     |
| Q 10.   | Business continuity is the preparation and responsiveness for the recovery of an application outage. Such outage/downtime can adversely affects business operations. To maintain the business continuity many | 20   | CO3 |

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|       | solutions proposed for backup and restore. Explain how backup/recovery process can be implemented for 24X7 uptime of IT services   |    |     |
| Q 11. | You have been deputed the role of IT Manager at UPES. What is your core responsibility in managing and monitoring UPES data Centre? Discuss and explain with proper examples.  | 20 | CO4 |
|       | <b>OR</b>  |    |     |
|       | How do you implement business continuity model in UPES. Explain your answer through a neat and proper diagram assuming yourself as an IT Manager at UPES.<br><br>Hint: You may consider SLA/SLM/ITSCM etc. for UPES as an organization for explaining the model. |    |     |