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

Course: **Managing the Cloud**   Semester: VIII
Program: **B.Tech(CSE-CCVT)**   Time 03 hrs.
Course Code: **CSIB494**   Max. Marks: 100

Instructions:

SECTION A

S. No.		Marks	CO
Q 1	Explain the terms BRM and SLM.	4	CO2
Q 2	Explain the various cloud services business models with suitable example.	4	CO1
Q 3	Explain patching and update	4	CO3
Q 4	What are horizontal and vertical slices on layers	4	CO2
Q 5	Define Continuous Service Improvement. List seven steps in CSI.	4	CO1

SECTION B

Q 6	Draw ITIL Service Management Framework and detail the purpose and functioning of at least two of the stages.	10	CO1
Q 7	Explain the purpose and scope of service catalogue. Draw a sample catalogue for a cloud IaaS provider.	10	CO3
Q 8	Differentiate between business support system (BSS) and Operational support system (OSS).	10	CO2
Q 9	Differentiate between reproducing symptoms and intermittent symptoms in troubleshooting. Or What is data loss? Describe the cause of data loss and analyze the measures to prevent data loss.	10	CO4

SECTION-C

Q 10	Define outage window. What are different types of outages? Discuss various cloud security threats?	20	CO4
Q 11	Explain Cloud workflow system architecture in detail with suitable diagram and example. Or What is cloud provisioning? Briefly describe different types of federated cloud provisioning.	20	CO3