

Roll No: -----



UNIVERSITY OF PETROLEUM AND ENERGY STUDIES

End Semester Examination, December 2017

Program: B.Tech (SoCSE) (IFM)

Subject (Course): IT Infra Management Operation

Course Code : CSIB 315

No. of page/s: 2

Semester – V

Max. Marks : 100

Duration : 3 Hrs

Section-A: Answer all the questions and each question carries equal marks (4x5=20 Marks)

1. Explain the Event Management Procedure with the help of diagram.
2. Why is Access management, the sole process responsible for implementing security policies?
3. What do you understand by IT Infrastructure? List out its different components.
4. Describe the process associated with IT Operations Management.

Section-B: Answer all the questions each question carries equal marks (4x10=40 Marks)

5. Define Roles and Responsibilities & KPI of Event Management and Incident Management.
6. When monitoring both the components and services, duplicate events can potentially be generated for the same fault - one for the component and one for the service. What is the best practice approach to this situation? Do you have both events create an incident and relate the component incident to the 'parent' service incident, or just create a component incident, or just create a service incident?
7. What do you mean by documentation. How does documentation contribute for efficient service management. List types of different documentation types.
8. How does operational staff involve in service life cycle stages for providing good services. Explain.

Section-C: Answer any two questions each question carries equal marks (2x20=40)

9. Briefly explain what do you mean by organizational structure? Explain types of organizational structure giving suitable examples.
10. Departments are created according to the technology like Infrastructure Operations, Application operations, etc. and the skills and activities are needed to manage that

technology. Which Organizational structure will be followed by IT Operations to ensure that their agendas are aligned with the requirements of the business? Explain with proper diagram.

Or

What do you understand by the importance of Documentation? List out and explain the different type of documentation. Define the activities which are included in carrying out the documentation process.

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Section-A: Answer all the questions and each question carries equal marks (4x5=20 Marks)

1. Explain evolution of IT management operation and how the craft era contribute to it.
2. Differentiate between internal IT view versus external business view.
3. Differentiate between KPI and KGI
4. Describe the process associated with IT Operations Management.

Section-B: Answer all the questions each question carries equal marks (4x10=40 Marks)

5. How operational staff is involved in other service lifecycle stage?
6. “Problem management is thought of as a reactive process in that it is invoked after incidents have occurred, but it is actually proactive, since its goal is to ensure that incidents do not recur in the future, or if they do, to minimize their impact.” Comment on this statement and justify.
7. How does operational staff involve in service life cycle stages for providing good services. Explain.
8. What do you understand by operational health? List out and explain different characteristics of self-healing system.

Section-C: Answer any two questions each question carries equal marks (2x20=40)

9. Briefly explain what do you mean by organizational structure? Explain types of organizational structure giving suitable examples.
10. Explain different IT operations functions and its components in detail with diagram and also explain roles and responsibilities of each components.

Or

What are different processes that are associated with IT operation management? Explain event management procedure, event handling, event review, outage review with well labelled diagram.