

Name:

Enrolment No:



UNIVERSITY OF PETROLEUM AND ENERGY STUDIES

End Semester Examination, December 2019

Course: IT Infrastructure Management Service Model & Benefit

Program: B.Tech-CSE-IFM

Course Code: CSIT3001

Semester: V

Time : 03 hrs.

Max. Marks: 100

Instructions: Attempt All the Questions

SECTION A

S. No.		Marks	CO
Q 1	Define the IT Business Alignment.	4	CO1
Q.2	Illustrate the Service Improvement with the help of example.	4	CO2
Q.3	Discuss the working of Onsite model	4	CO1
Q.4	Explain the role of Repeater and Gateway.	4	CO4
Q.5	Elaborate the Need for Mobile Application Platform Management.	4	CO3

SECTION B

Q.6	Illustrate the architecture of PaaS and SaaS in cloud computing? Also, explain the different elements of PaaS and SaaS with example.	10	CO5
Q.7	Describe the working of Total outsourcing System with the help of example.	10	CO1
Q.8	Identify the contribution of various ITSM processes in 24×7 Service and explain the same with the help of example.	10	CO2
Q.9	Draw the architecture of Shared Hosting Model along with explain the advantage and disadvantage of Model. OR “As Technology is becoming the biggest catalyst for driving business operations, there is stress on having supporting IT infrastructure to handle the dynamic business needs” Justify the statement and suggest the solution using managed hosting models.	10	CO5

SECTION-C

Q.10	Describe the various types of storages devices along with usage of each and Draw the diagram of Hard drive, Floppy Disk OR Demonstrate the working of following Servers and Explain the application of each with the help of diagram a)Web Server b)Database Server c)Proxy Server d)Application Server e) Dedicated Server	20	CO4
Q.11	“Managed Mobility Services enables communications with mobile office workers and allows them to interact with resources such as databases, business email and other corporate content” Justify the Statement and explain the component of Managed Mobility Services.	20	CO3

