Name:	**UPES**
Enrolment No:	

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
End Semester Examination, May 2020

Course: IT Infrastructure Management Frameworks   **Semester: VI**
Course Code: CSIT 3004
Time: 10 AM – 1 PM
Programme: BTECH CSE + IT INFRA   **Max. Marks: 100**
Instructions: All questions are compulsory

UPES

Bhavana Kaushik **65** ▼

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Edit Mode is: **ON** ?

H | Tests, Surveys and Pools Tests **Test Canvas : END SEM EXAM**

Test Canvas: END SEM EXAM

The Test Canvas lets you add, edit and reorder questions, as well as review a test. **More Help**

Question Settings

You can edit, delete or change the point values of test questions on this page. If necessary, test attempts will be regraded after you submit your changes.

Description	All questions are compulsory.
	Total time - 120 mins
	Total Questions - 60
	Each question carry 2 marks.
	Backtracking is prohibited
Instructions	All questions are compulsory.
	Total time - 120 mins
	Total Questions - 60
	Each question carry 2 marks.
	Backtracking is prohibited
Total Questions	60
Total Points	120

Number of Attempts 39

Delete and Regrade   Points   Update and Regrade   Hide Question Details

Points: **2**

1. Multiple Choice: _____ **is a co...**

Question	_____ is a context for providing authentication and data security services in connection-oriented protocols via various mechanisms.
Answer	Simple authorization and security layer????
	Simple accounting and security layer????
	✅ Simple authentication and security layer????
	security layer

☐ **2. Multiple Choice: an identity associated with the authe...**   Points: **2**

Question	an identity associated with the authentication credentials is called as _____
Answer	authorization identity
	✅ authentication identitiy
	both of above
	none of the above

☐ **3. Multiple Choice: an identity to act as is called as __...**   Points: **2**

Question	an identity to act as is called as _____
Answer	✅ authorization identity
	authentication identitiy
	both of above
	none of the above

Points: **2**

☐ **4. Multiple Choice: "in_____ protoc...**

Question	"in_____ protocol will specify that the server advertises supported and available mechanisms to the client by some facility provided by the protocol, and the client will then select the ""best"" mechanism from this list that it supports and finds appropriate. "
Answer	challenges and responses
	authentication string
	authentication exchange
	✅ mechanism negotiation

Points: **2**

5. Multiple Choice: "The _____ is a seq...

Question	"The _____ is a sequence of zero or more Unicode characters, representing the identity to act as"
Answer	authentication identity string
	✅ authorization identity string
	authentication exchange string
	authorixation exchange string

Points: **2**

6. Fill in the Blank: Enterprise _____ Manager ...

Question	Enterprise _____ Manager is a product of the IBM Virtualization Engine result that can dynamically monitor and accomplish distributed heterogeneous workloads to achieve user-defined business goals. (only one word)
Evaluation Method	**Answer**	**Case Sensitivity**
Exact Match	workload	

Points: **2**

7. Multiple Choice: _____is a core netwo...

Question	

_____is a core networking solution responsible for distributing incoming traffic between servers hosting the similar application content.

Answer	✅ load balancing
	server balancing
	task balancing
	none of the above

☐ **8. Matching: Match the following**   Points: **2**

Question	Match the following	
Answer	Match Question Items	Answer Items
	D. - A. recovery	A. "The defenses of all or part of an infrastructure to make it less susceptible to natural disaster, employee error or malicious actions. "
	C. - B. diversification	B. "The ability for enterprise personnel, partners and customers to simply access the infrastructure from anywhere"
	A. - C. hardening	C. The physical distribution of resources (hard assets and people) and implementation of diverse communication pathways
	B. - D. accessibility	D. "The provision for safe, rapid, offsite data recovery in the event of a disaster."

☐ **9. Matching: Match the following**   Points: **2**

Question	Match the following	
Answer	Match Question Items	Answer Items
	A. - A. grid computing provisioning	A. "Involves the activation of servers, arrays or switches for user grid availability"
	D. - B. server provisioning	B. "Involves creating, maintaining and disabling required business process automation objects"
	B. - C. user provisioning	C. Includes multiple client system configuration steps that vary according to connection technology
	C. - D. internet access provisioning	D. Prepares a server for network operation via the installation and connection of data

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Points: **2**

☐

10. Fill in the Blank: " _____means
""providing"...

Question	" _____means ""providing"" or creating something available.(write only one word)"	
Evaluation Method	**Answer**	**Case Sensitivity**
Exact Match	provisioning	

Points: **2**

11. Multiple Choice: Which among the following is not part...

Question	Which among the following is not part of Next Generation data center architecture?
Answer	ITPA
	CMDB
	✅ LOAD BALANCING
	INTEGRATION

Points: **2**

12. Multiple Choice: A _____is a core
netw...

Question	A _____is a core networking solution responsible for distributing incoming traffic between servers hosting the similar application.
Answer	✅ LOAD BALANCING
	NETWORK POLICY
	SERVER BALANCING
	INTEGRATION

Points: **2**

13. Multiple Choice: Which among the following is key acti...

Question	Which among the following is key activity for performance management system
Answer	manage

analyse

monitor

✅ all

Points: **2**

14. Fill in the Blank: FCAPS model comes under which managem...

Question	FCAPS model comes under which management category? (write one word only)	
Evaluation Method	**Answer**	**Case Sensitivity**
Exact Match	network	

Points: **2**

15. Fill in the Blank: "In FCAPS model what does ""A"" stand...

Question	"In FCAPS model what does ""A"" stands for? (write one word only)"	
Evaluation Method	**Answer**	**Case Sensitivity**
Exact Match	accounting	

Points: **2**

16. Fill in the Blank: "In FCAPS model what does ""C"" stand...

Question	"In FCAPS model what does ""C"" stands for? (write one word only)"	
Evaluation Method	**Answer**	**Case Sensitivity**
Exact Match	configuration	

Points: **2**

17. Multiple Choice: cost of downtime is reduced which man...

Question	cost of downtime is reduced which management is responsible for this outcome?
Answer	capacity management

☑ cost management

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availability management

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service management

Points: **2**

☐
18. Multiple Choice: cost of downtime is reduced which
man...

Question	cost of downtime is reduced which management is responsible for this outcome?
Answer	capacity management
	☑ cost management
	availability management
	service management

Points: **2**

☐
19. Fill in the Blank: _____ is code of
practi...

Question	_____ is code of practice for IT Service Management	
Evaluation Method	Answer	Case Sensitivity
Exact Match	pd0005	

☐ **20.** Matching: Match the following

Points: **2**

Question	Match the following	
Answer	Match Question Items	Answer Items
A. -	A. IT process management	A. is a combination of related activities of planning and monitoring stages of either a business process or a computer process
B. -	B. process	B. A structured set of activities designed to accomplish a specific objective.
D. -	C. data center	C. activity that is placed in a logical order: a workflow
C. -	D. sequence	D. "combination of Hardware software, people & processes, focusing to serve the IT needs of the business"

Points: **2**

☐
21. Fill in the Blank: "Information Technology _____
Man...

Question	"Information Technology _____ Management is a process oriented, customer focused methodology which assists organizations in making improvements to their IT services delivery and support, by integrating IT services with the business. "	
Evaluation Method	Answer	Case Sensitivity
Exact Match	service	

Points: **2**

☐ 22. Matching: Match the following

Question	Match the following	
Answer	Match Question Items	Answer Items
	C. - A. change management	A. Improved relationship between IT services and customers;
	B. - B. problem management	B. The ability to prevent failures or reduce their effects by using information from previous problems
	D. - C. configuration management	C. Better management information about changes;
	A. - D. helpdesk	D. Better control of IT assets

Points: **2**

☐ 23. Matching: Match the following

Question	Match the following	
Answer	Match Question Items	Answer Items
	A. - A. availability management	A. Maintenance and cost of downtime is reduced
	B. - B. capacity management	B. Information about timing and building hardware upgrades;
	D. - C. cost management	C. Less time to the business by a continuous service
	C. - D. contigency management	D. Support a sound IT investment strategy

Points: **2**

☐ 24. Multiple Choice: a code of practice for IT service ma...

Question	a code of practice for IT service management is given by _____
Answer	ISO
	✅ BSI

IEC

ALL OF ABOVE

☐ **25. Matching: "Match the following: As per example,...**

Points: **2**

Question	"Match the following: As per example, let us refer to the Change Manager"	
Answer	Match Question Items	Answer Items
	C. - A. The _____ need to fulfill the functions that must be agreed and planned and implemented.	A. role
	B. - B. The _____ of Change Management must be specified appropriate to the organization	B. function
	A. - C. The responsibilities of the _____must be defined	C. processes

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☐ **26. Multiple Choice: _____- is an application of service...**

Points: **2**

Question	_____- is an application of service management principles to manage the Service Levels for a business function.
Answer	✅ Business Service Management
	Service level management
	Service level agreement
	none

☐ **27. Fill in the Blank: " _____management is a fi...**

Points: **2**

Question	" _____management is a field of study that focuses on the effective planning, scheduling, use, and control of a manufacturing or service firm and their operations"	
Evaluation Method	**Answer**	**Case Sensitivity**
Exact Match	operation	

28. Matching: What do operations managers do? Match...   Points: **2**

Question	What do operations managers do? Match the following
Answer	Match Question Items / Answer Items

	Match Question Items	Answer Items
C. -	A. operational level	A. decision-making is the key responsibility
B. -	B. tactical level	B. addresses the issues relevant to efficiently scheduling material and labor within the constraints
A. -	C. strategic level	C. concerned with lower-level (daily/weekly/monthly) planning and control.

Points: **2**

29. Multiple Choice: when should we have materials deliver...

Question	when should we have materials delivered and should we use a chase strategy or a level strategy? This planning comes under which level
Answer	strategic level
	✅ tactical level
	operational level
	ALL OF ABOVE

Points: **2**

30. Multiple Choice: "(what should we process and when sho...

Question	"(what should we process and when should we process it?), sequencing (in what order should we process the orders?), "
Answer	strategic level
	tactical level
	✅ operational level
	ALL OF ABOVE

Points: **2**

31. Multiple Choice: " operations manager with regard to p...

Question	" operations manager with regard to product development, process and layout decisions (how shall we make it?), site location (where will we make it?), and capacity (how much do we need?)."
Answer	✅ strategic level
	tactical level
	operational level
	ALL OF ABOVE

Points: **2**

☐ 32. Fill in the Blank: _____ management describes th...

Question	_____ management describes the methodology used to manage and maintain network operations and respond to user requirement changes	
Evaluation Method	**Answer**	**Case Sensitivity**
Exact Match	network	

Points: **2**

☐ 33. Fill in the Blank: "The tasks include troubleshooting, c...

Question	"The tasks include troubleshooting, configuration and adjusting traffic flows. The above task will come under which category tactical or strategic. (one word only)"	
Evaluation Method	**Answer**	**Case Sensitivity**
Exact Match	tactical	

Points: **2**

☐ 34. Matching: Match the following : related to netw...

Question	Match the following : related to network management	
Answer	**Match Question Items**	**Answer Items**
	B. - A. Measures network utilization parameters	A. fault management
	C. - B. Measures and makes network performance data available	B. accounting management
	A. - C. "Detects, logs, notifies users of, and (if possible) automatically fixes network issues."	C. performance management

| D. - | D. Controls access to network resources | D. security management |

Points: **2**

☐
35. Multiple Choice: Network management servers that colle...

Question	Network management servers that collect network management data is called _____
Answer	✅ network manager application
	network manager agent
	network management protocol
	interface protocol

Points: **2**

☐
36. Fill in the Blank: _____ management encomp...

Question	_____ management encompasses the technologies and processes organizations use to maximize or improve the performance of their data storage resources	
Evaluation Method	**Answer**	**Case Sensitivity**
Exact Match	storage	

☐ **37. Matching: Match the following as per data cente...**   Points: **2**

Question	Match the following as per data center management criteria	
Answer	Match Question Items	Answer Items
D. -	A. environmental control	A. " accurately record data centre asset's details, such as hardware / software estimate the amount of information resources required to support the desired levels of services"
C. -	B. physical security	B. estimate the amount of information resources required to support the desired levels of services
B. -	C. capacity planning	C. " adequately protected from being compromised, both logically and physically. "
A. -	D. Asset inventory or repository	D. "operate normally within defined ranges of temperature, humidity and voltage."

Points: **2**

38. Fill in the Blank: Monitor critical business processes a...

Question	Monitor critical business processes and activities using metrics of business performance that trigger alerts when potential problems arise. The above comes under which management system	
Evaluation Method	**Answer**	**Case Sensitivity**
Exact Match	performance	

Points: **2**

39. Matching: Match the following

Question	Match the following	
Answer	Match Question Items	Answer Items
	A. - A. mission	A. "declaration of purpose, values, direction and tactics"
	C. - B. customer	B. scope of your services to your customers
	D. - C. service review board	C. receive the IT helpdesk services
	B. - D. service offer	D. steering committee

Points: **2**

40. Multiple Choice: Management information systems (MIS) ...

Question	Management information systems (MIS)
Answer	create and share documents that support day-today office activities
	"process business transactions (e.g., time cards, payments, orders, etc.)"
	capture and reproduce the knowledge of an expert problem solver
	✅ use the transaction data to produce information needed by managers to run the business

Points: **2**

41. Multiple Choice: "The person who ensures that systems ...

Question	"The person who ensures that systems are developed on time, within budget, and with acceptable quality is a"
Answer	system designer

system owner

✅ project manager

systems builder

Points: **2**

42. Multiple Choice: A task of developing a technical blue...

Question	A task of developing a technical blueprint and specifications for a solution that fulfills the business requirements is undertaken in the following phase of the system development process
Answer	system analysis
	system initiation
	✅ system design
	system implementation

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43. Multiple Choice: "If a university sets up a web-based ...   Points: **2**

Question	"If a university sets up a web-based information system that faculty could access to record student grades and to advise students, that would be an example of a/an"
Answer	extranet
	✅ intranet
	ERP
	CRM

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44. True / False: A comprehensive understanding of the...   Points: **2**

Question	A comprehensive understanding of the various aspects of operation management is possible by taking a systems perspective .
Answer	✅ True

	False

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45. Matching: Match the following   Points: **2**

Question	Match the following	
Answer	Match Question Items	Answer Items
	A. - A. Contract Manager Process	A. agreement on the deliverables to the customer
	B. - B. Operations Management Process	B. deliver as per the agreement
	C. - C. Recovery Management	C. fixing any issues
	D. - D. Change Management Process	D. Change in service

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46. Fill in the Blank: "in context of building blocks of res...   Points: **2**

Question	"in context of building blocks of resiliency -The defenses of all or part of an infrastructure to make it less susceptible to natural disaster, employee error or malicious actions is called_____(one word)"	
Evaluation Method	**Answer**	**Case Sensitivity**
Exact Match	hardening	

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47. True / False: "Resiliency is not simply an ""insura...   Points: **2**

Question	"Resiliency is not simply an ""insurance"" measure, but a comprehensive and robust strategy to gain competitive advantage. "
Answer	✅ True
	False

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48. Multiple Choice: "The physical distribution of ""resou...   Points: **2**

Question	"The physical distribution of ""resources"" and implementation of diverse communication pathways to decrease the probability that a single disaster will weaken the enterprise is called diversification. What are resources mean here?"
Answer	hard assets
	people
	✅ both of above

49. True / False: Creating a Domain Policy for your dom...   Points: **2**

Question	Creating a Domain Policy for your domain does not requires that you have a assured degree of understanding of the business workflow in your environment
Answer	True ✅ False

Points: **2**

50. Multiple Choice: Which of the following is/are load ba...

Question	Which of the following is/are load balancing algorithms a. URL hashing b. Round robin c. Downgrading d. Tagging
Answer	all are correct
	✅ a and b
	a,d and c
	a, b and d

Points: **2**

51. Fill in the Blank: "A key value of storage consolidation...

Question	"A key value of storage consolidation that seems most interesting to IT managers is the changeover to fewer facts of management. _____ cuts points of management across the three parts of a storage network; network, servers and storage"
Evaluation Method	**Answer**	**Case Sensitivity**
Exact Match	consolidation	

Points: **2**

52. Multiple Choice: Storage devices that have nothing sto...

Question	Storage devices that have nothing stored on them are a waste of both physical and financial resources is called _____
Answer	✅ underutilization
	repurposing
	poor storage forecast
	none

Points: **2**

53. Multiple Choice: Which all aspect are related to busin...

Question	Which all aspect are related to business continuity? a. High availability b. Continous operation c. Disaster Recovery
Answer	only a
	only b and c
	only c
	✅ all are correct

Points: **2**

54. Matching: Match the following

Question	Match the following	
Answer	Match Question Items	Answer Items
	B. - A. "Security, privacy, and data protection"	A. Helps the business fulfill new government rules and regulations
	A. - B. Regulatory compliance	B. " Help the business protect beside threats, both internal and external"
	D.- C. Reduce the cost of risk management	C. Helps the business stay competitive by working in advance
	C.- D. Maintaining market readiness	D. Helps the business stay viable by managing risk

Points: **2**

55. Multiple Choice: Which of the following first level re...

Question	Which of the following first level report is not provided EWLM Control center?
Answer	
	Service report
	Transaction report
	Process report
✅	Topology report

Points: **2**

56. Multiple Choice: "Authentication and authorization may...

Question	"Authentication and authorization may involve multiple identities, possibly in different forms. Choose the correct answer in this context."
Answer	Kerberos principal
	X.500
	UTF-8 encoded Unicode
✅	all of the above

Points: **2**

☐ 57. Multiple Choice: Identify the correct order of an auth...

Question	Identify the correct order of an authentication exchange
	a. Initial challenge
	b. Initial response
	c. Request authentication exchange
	d. Outcome of authentication exchange
Answer	c-b-a-d
	c-d-a-b
	a-b-c-d
✅	c-a-b-d

58. Fill in the Blank: Write full form of GSSAPI /**/ docu...

Points: 2

Question	Write full form of GSSAPI	
Evaluation Method	**Answer**	**Case Sensitivity**
Exact Match	generic security service application program interface	

59. Matching: Match the following

Points: 2

Question	Match the following	
Answer	**Match Question Items**	**Answer Items**
	B. - A. downgrade attack	A. When the client selects a SASL security layer with least integrity protection
	D. - B. truncation attack	B. attacker forces a network channel to switch to an unprotected or less secure data transmission standard.
	C. - C. replay attack	C. is a form of network attack in which a valid data transmission is maliciously or fraudulently repeated
	A. - D. hijack attacks	D. " the active attacker causes the protocol session to be closed,"

60. True / False: Security access control is the act of...

Points: 2

Question	Security access control is the act of confirming that an authenticated user accesses only what they are authorized to and no more.
Answer	✅ True
	False

Select: All None Select by Type: [- Question Type - ▾]

[Delete and Regrade] ⋮ Points [   ] [Update and Regrade] ⋮ [Hide Question Details]

← OK