Name:	UPES
Enrolment No:	UNIVERSITY WITH A PURPOSE

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES

End Term Semester Examination, July 2020

Program: B TECH CSE+CSF Semester: IV
Course: IT Network Security Time 02 hrs.

Course Code: CSSF2008

Max. Marks: 100

Test Canvas: END_TERM_EXAM The Test Canvas lets you add, edit and reorder questions, as well as review a test. More Help					
					Question Setti
ou can edit, delete c graded after you su			stions on this pa	ge. If necessary,	test attempts will be
Description	All questions ar	e compulsory			
	No Negative Ma	arking			
	No. of Question	s :60			
	Maximum Time	2 hours			
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	iV.	Don't click on su	ıbmit button durii	ng exam if not fir	nished.
Instructions					
Total Questions	60				
Total Points Number of Attenne	100 <u>\$a</u> €0				
Delete and R	Regrade			Hide Question	Details
Select:		- Question Type	-		

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1. Multiple Choice: CO1:Which of the following describes ...

Points: 2

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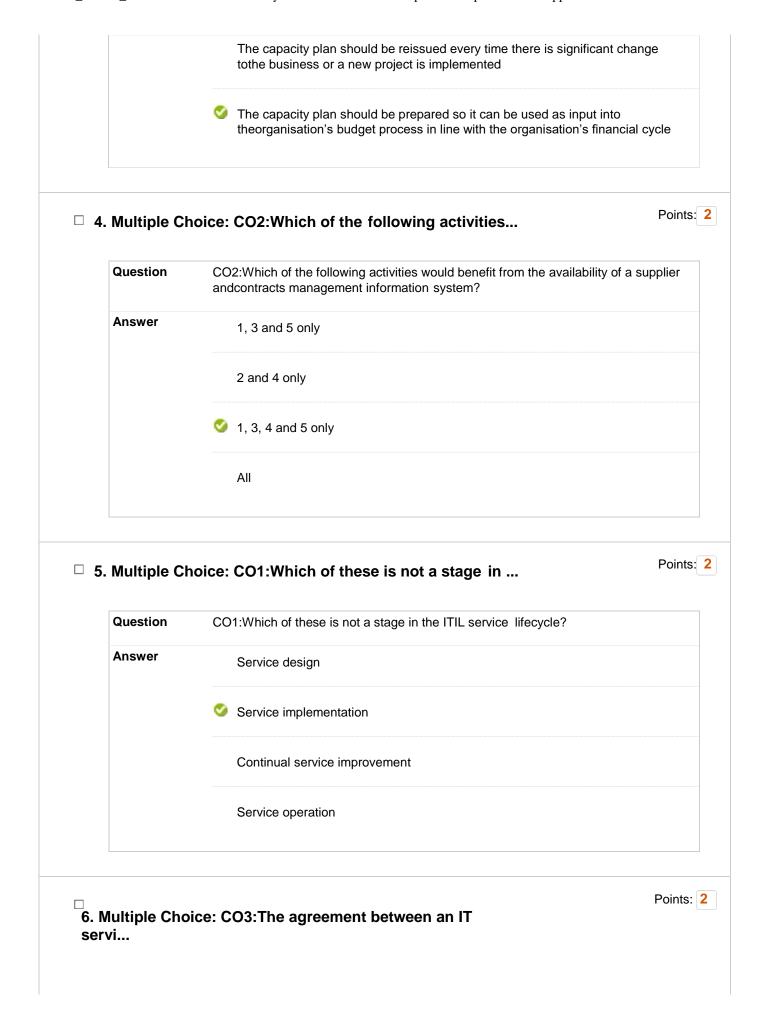
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Question	CO1:Which of the following describes a significant difference between a service requestand an incident?
Answer	An incident always comes from a user, whereas a service request can originatefrom anyone in an organisation
	A service request will sometimes be recorded by the service desk, whereas anincident will always be recorded by the service desk
	An incident is unplanned, whereas a service request should usually be planned
	A service request will never be escalated, whereas an incident will alwaysbe escalated

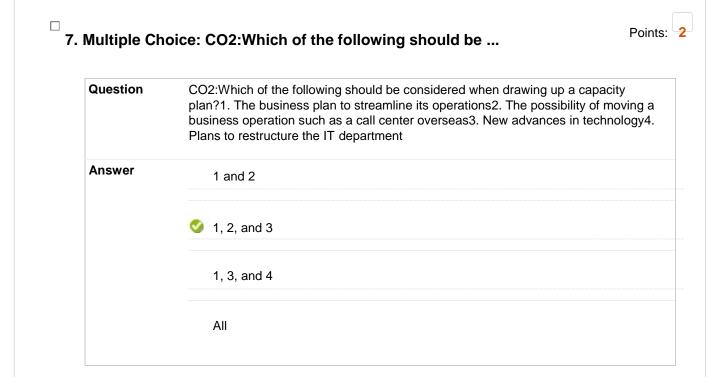
Points: 2 □ 2. Multiple Choice: CO4:Which of the following is NOT an ... Question CO4:Which of the following is NOT an objective of continual service improvement? **Answer** Identifying, selecting and prioritising market opportunities Improving the cost-effectiveness of delivering IT services Making recommendations for improvements in each lifecycle phase Ensuring applicable quality management methods are employed

ultiple Cho	Poir pice: CO2:Which of the following statements
Question	CO2:Which of the following statements best reflects ITIL guidance for capacity management?
Answer	The capacity plan must be issued annually with quarterly reviews to ensureit remains accurate and reflects both current and future agreed capacityrequirements
	The capacity plan should be issued each year in January so it coincides with thestart of the budget year

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Question	CO3:The agreement between an IT service provider and their customers regarding the servicesprovided is called
Answer	Service charter
	Service contract
	Service level agreement
	Service targets



8. Multiple Choice: CO2:An availability plan should consi...

Question CO2:An availability plan should consider the requirements for what period?

Points: 2

Points: 2



9. Multiple Choice: CO4:How is the seven-step improvement...

Question	CO4:How is the seven-step improvement process in the continual service improvement lifecyclestage used?
Answer	The seven-step improvement process is used to manage improvement initiatives in linewith business requirements.
	The seven-step improvement process is used to gather, analyze, and present data toassist in decision making.
	The seven-step improvement process is used to format the improvement reportsdelivered to the business.
	The seven-step improvement process is used to manage the improvement programacross the organization.

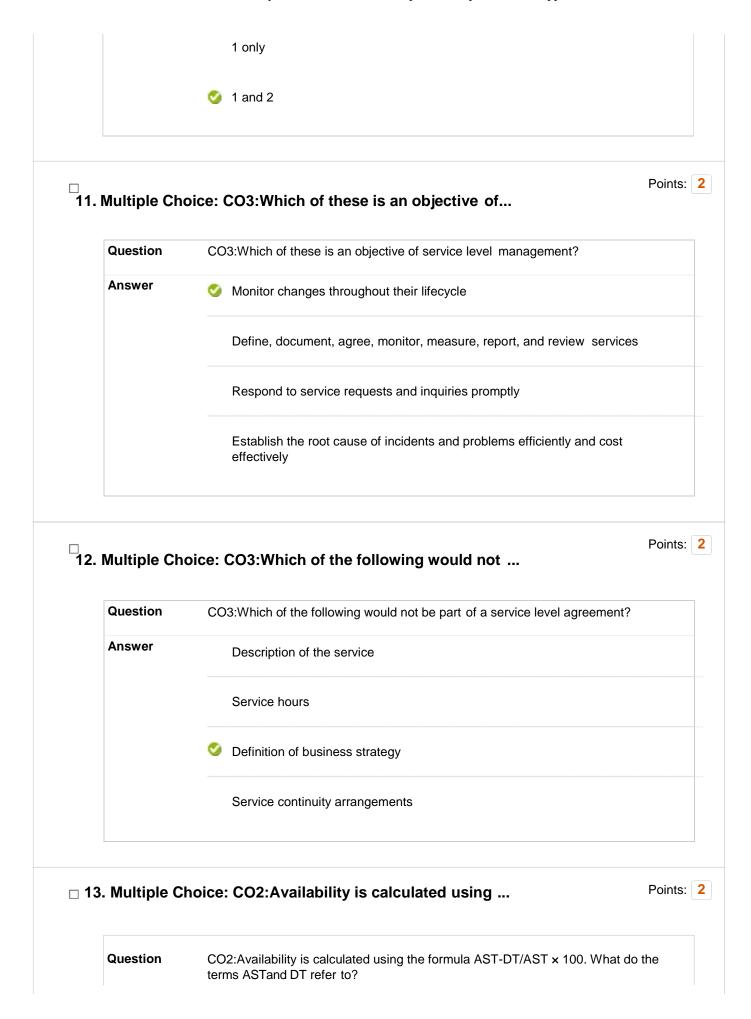
10. Multiple Choice: CO3:Which of these statements about g...

Question

CO3:Which of these statements about governance is true?1. Ensures that policies and strategy are actually implemented2. Ensures that required processes are correctly followed3. Ensures that the CAB assesses all changes

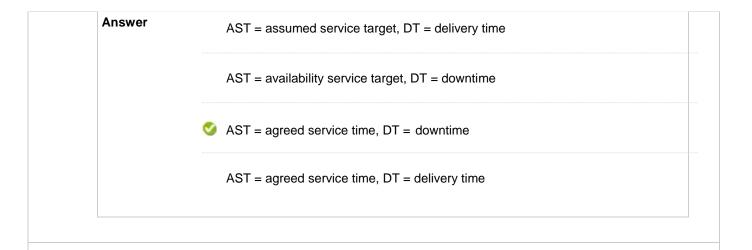
1, 2, and 3

2 and 3

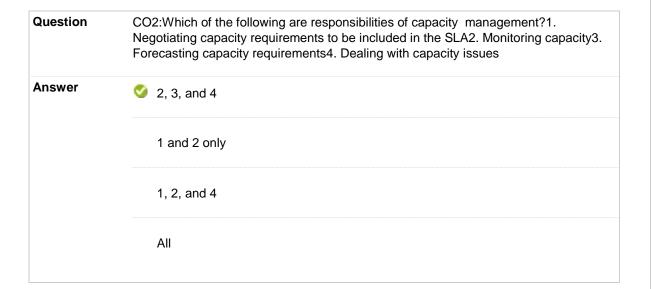


Points: 2

Points: 2



□ 14. Multiple Choice: CO2:Which of the following are respon...



15. Multiple Choice: CO2:Capacity management considers thr...

Question CO2:Capacity management considers three subprocesses. What are they?

Points: 2

Points: 2

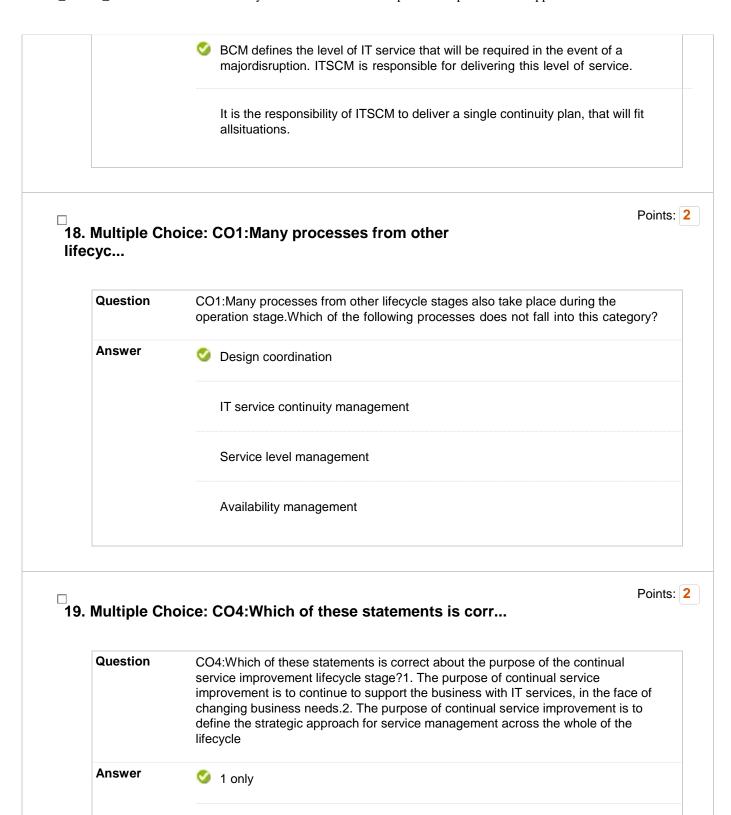


16. Multiple Choice: CO4:Which of the following are respon...

Question	CO4:Which of the following are responsibilities of IT service continuity management?1. Ensuring IT services can continue in the event of a disaster2. Carrying out risk assessments3. Ensuring the business has contingency plans in place in case of a disaster4. Ensuring all IT staff know their role in the event of a disaster
Answer	2, 3, and 4 1, 2, and 4
	✓ 1 and 2 only
	All

17. Multiple Choice: CO4:Which of the following statements...

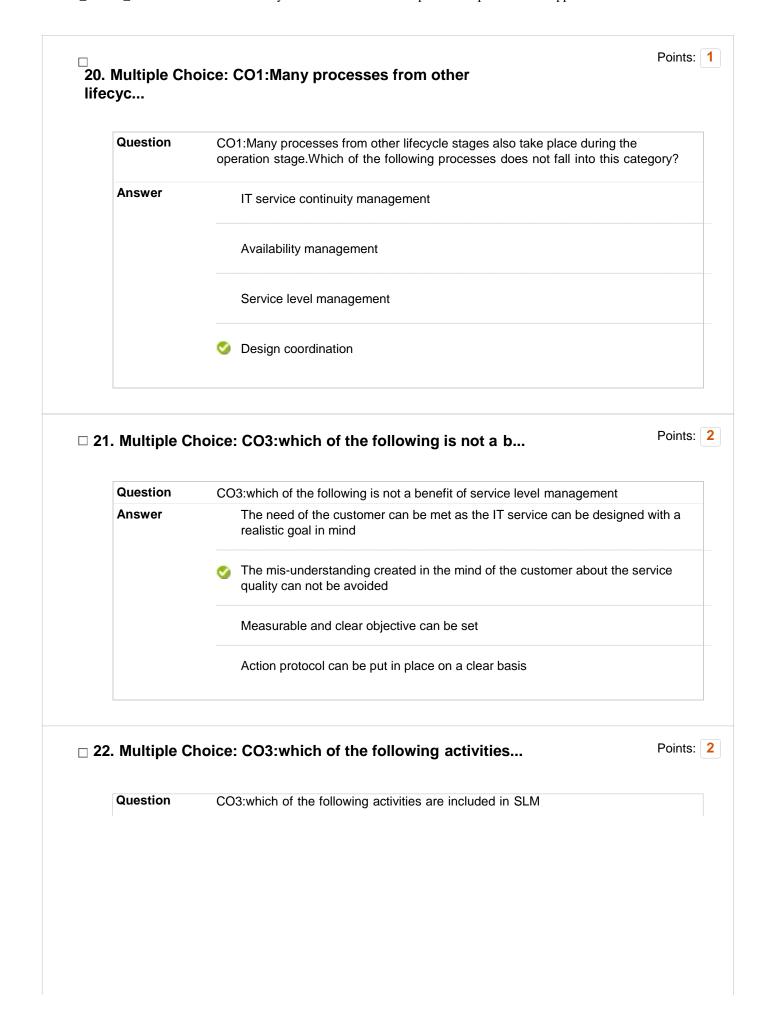
ITSCM defines the service that can be provided in the event of a major disruption. The business can then plan how it will use the service.
ITSCM and Business Continuity Management (BCM) have no impact on each other.

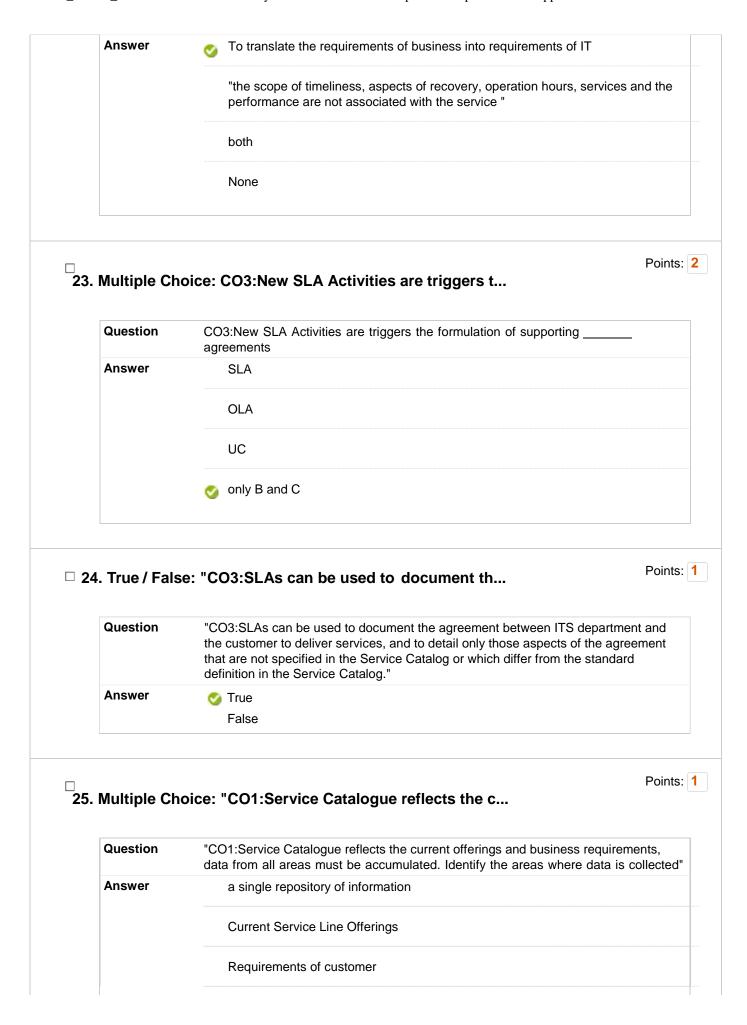


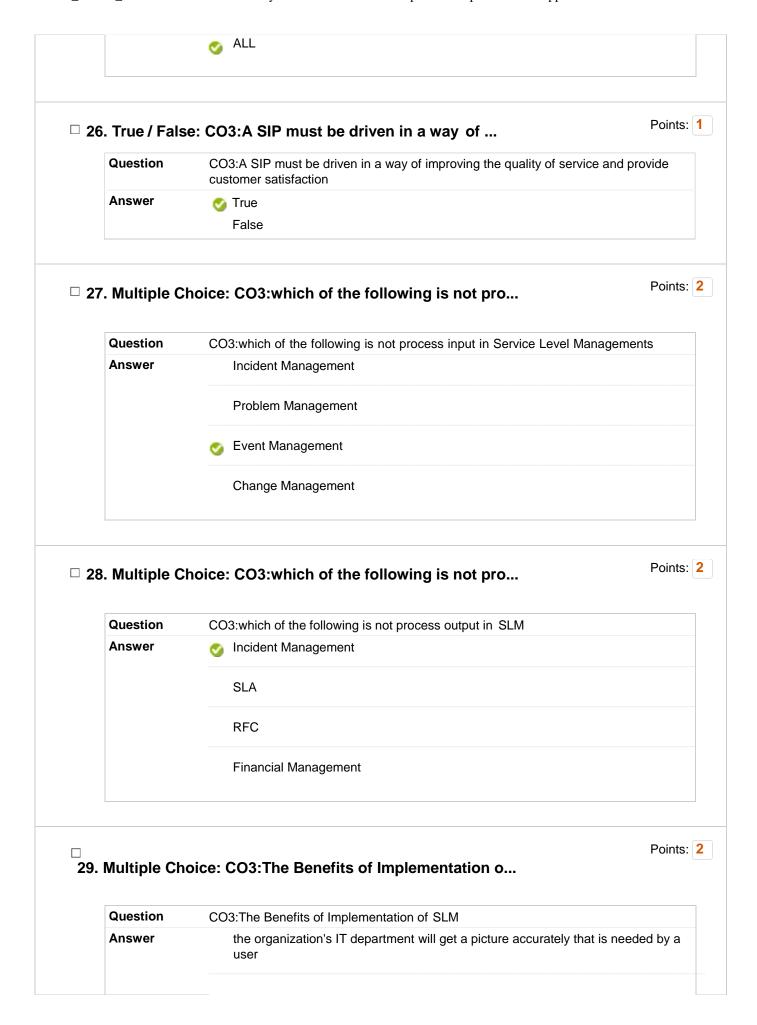
2 only

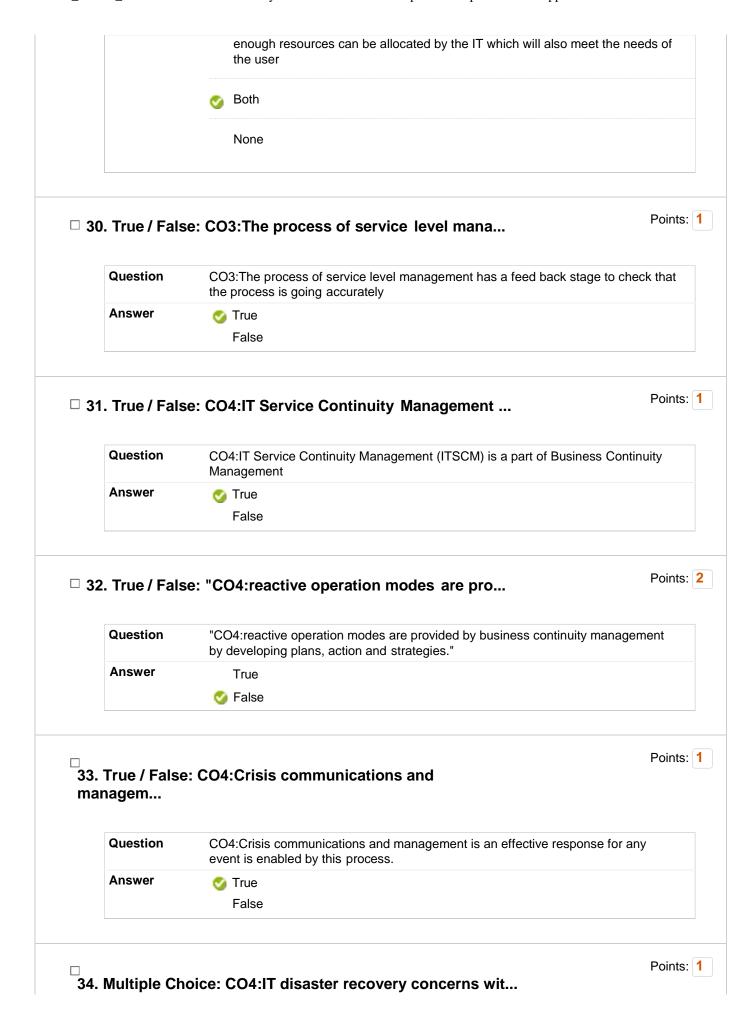
Both

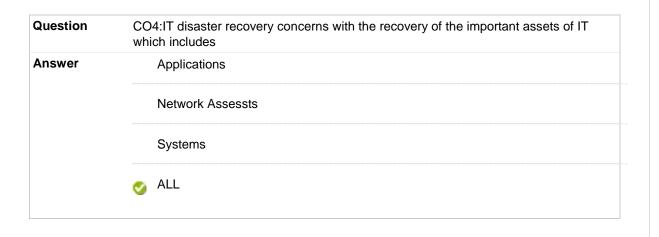
None











□ 35. Multiple Choice: "CO4:The risks, vulnerabilities and t... Question "CO4:The risks, vulnerabilities and the threat associates are identified by a management process which is known as " **Answer ITSCM BCM Both**

36. Multiple Choice: CO4:The main objectives of IT Service...

None

Question CO4:The main objectives of IT Service Continuity Management (ITSCM): Answer To guarantee the recovery of important IT Services rapidly after an incident To establish procedure and policies so that disaster can be avoided and incase it still happens the consequences can be less harmful Both None

□ 37. True / False: CO4:Confidence of users and customers...

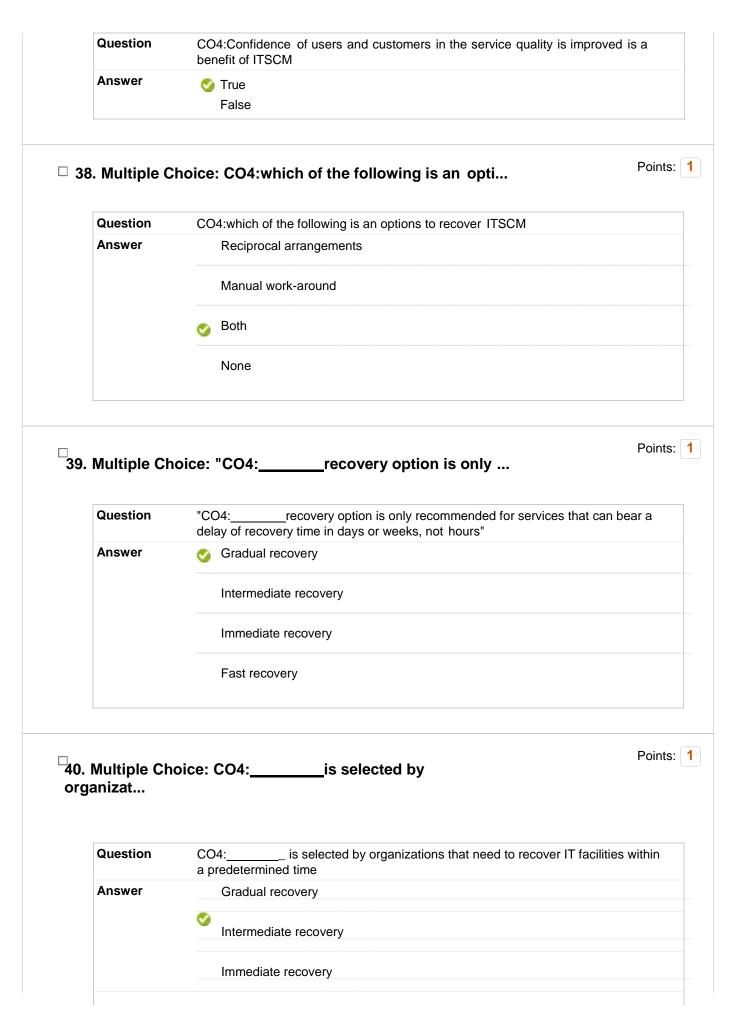
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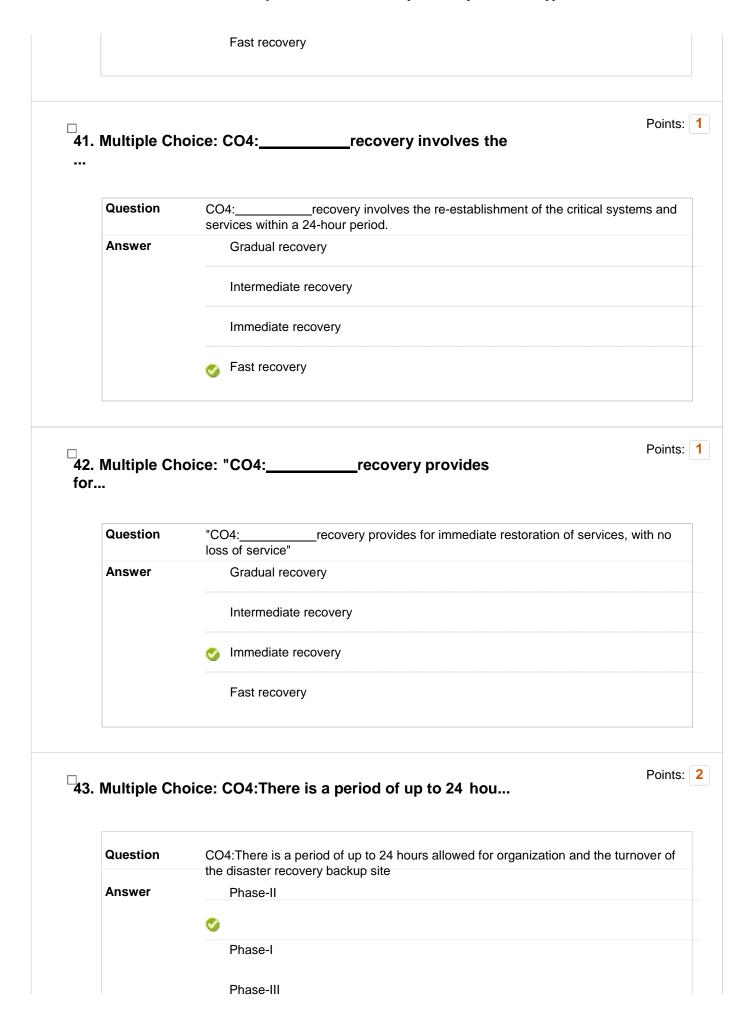
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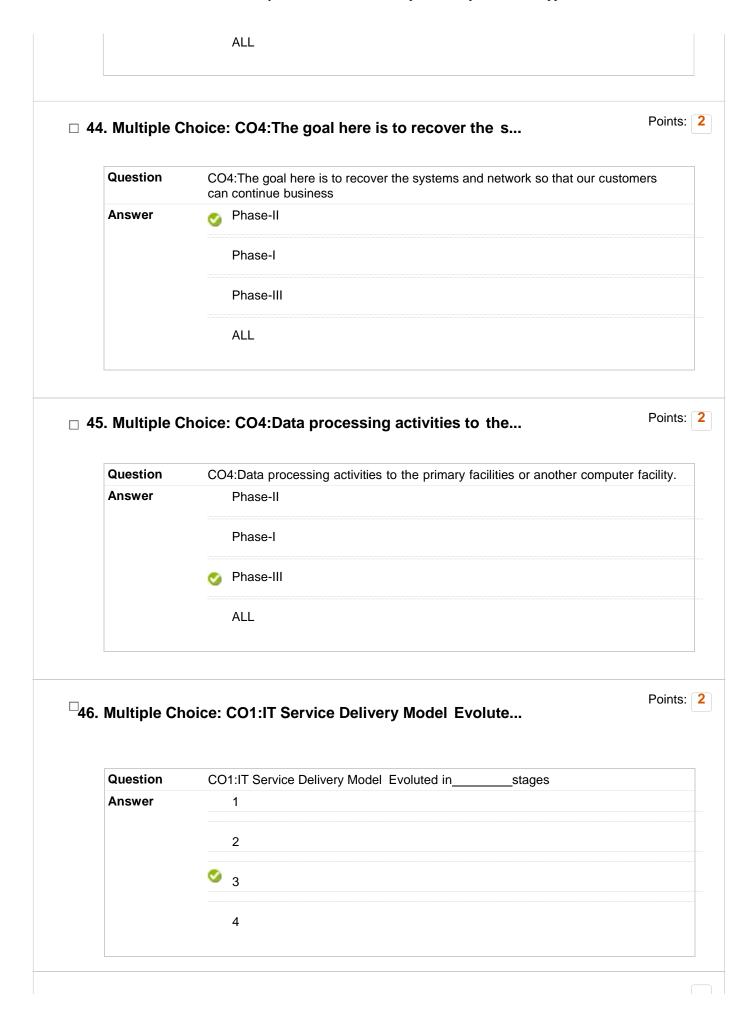
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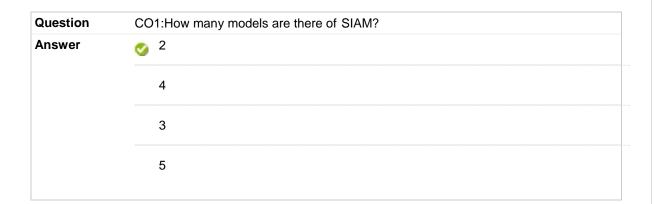




47. Multiple Choice: CO1:Following challenges must be addr...

Question	CO1:Following challenges must be addressed to manage a multi-source environment:
Answer	Customer Confusion
	Inconsistent Quality
	Lack of Business Intelligence
	✓ ALL

48. Multiple Choice: CO1:How many models are there of SIAM?



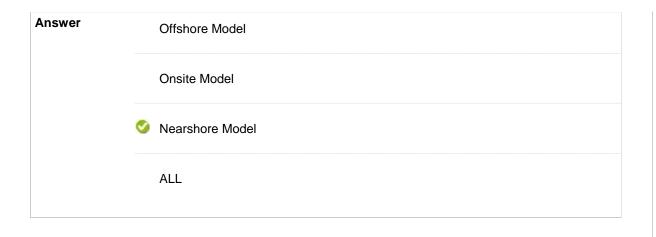
49. Multiple Choice: CO1:In which model, the service provi...

Points: 2

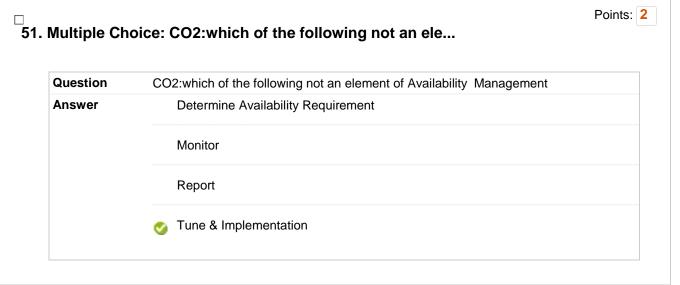
Points: 2

Question CO1:In which model, the service provider will have their center near to client's premises and thejob will be distributed between this offsite center and an offshore

development centerlocated in a different country?



50. Multiple Choice: CO1:In which model, the entire project is accomplished at the service provider's offshoredevelopment center, is located in a different country? Answer Clean and prepare sample and review for accuracy, check and correct bad addresses, and obtainmissing phone numbers Prepare questionnaires for mail and/or telephone administration Prepare survey letters for mailing



 \square 52. Multiple Choice: CO2:which of the following is an ele...

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Points: 2



Question	CO2:Quality aspects for maintaining availability are: reliability, maintainabili and resilience of the IT services is reponsibility ofelement
Answer	Determine Availability Requirement
	Monitor
	Report
	Optimize
	F

