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UNIVERSITY WITH A PURPOSE

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
End Semester Examination, Dec 2021

Course: IT Service Delivery & IT infrastructure Management   **Semester: V**

Program: **B.TECH CS with Infrastructure Management**   **Time: 03 hrs.**

Course Code: CSIT 3007   **Max. Marks: 100**

SECTION A

Instruction: Write short notes   **5*4=20M**

S. No.		Marks	CO
Q 1	Describe the three phases of IT service delivery evolution?	4	CO1
Q 2	List the different phases involved in service level management process documentation?	4	CO3
Q 3	Discuss the five R's in Business continuity management?	4	CO3
Q 4	List the limitations of Mobile Enterprise service?	4	CO4
Q 5	Demonstrate the captive model as well as the working model's subcategories?	4	CO1

SECTION B

Instruction: Write short/brief notes   **4*10=40M**

Q 6	Analyze the efficiency of ITSM process and the associated strategies?	10	CO1
Q 7	Identify the various ITIL managements associated with availability management?	10	CO2
Q 8	Explain the shared-hosting paradigm and how service management works in shared hosting. or List the various types of server's with neat diagrams	10	CO4
Q 9	Outline the stages involved in the business continuity management?	10	CO3

SECTION-C

Instruction: Write long answer.   **2*20=40M**

Q 10	Construct the flow diagrams for the available management elements? or Construct the flow diagrams for the capacity management elements?	20	CO2
Q 11	Discuss the various cloud-computing models leveraged to offer service and enumerate the components of service models.	20	CO4