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UNIVERSITY WITH A PURPOSE

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
End Semester Examination, December 2019

Course: IT Infrastructure Management Operations Semester: V
Program: B. Tech CS with IT Infrastructure Time 03 hrs.
Course Code: CSIT3002 Max. Marks: 100

Instructions: Answer ALL the Questions

S. No.	SECTION A	Marks	CO
Q 1	Explain with suitable example the balancing between i. Reactive and Proactive ii. Internal IT View and External Business View.	4	**CO1, CO2**
Q 2	Explain the service Desk structure with neat diagram	4	**CO3**
Q 3	Describe IT infrastructure and its component with examples	4	**CO1**
Q 4	Illustrate the functions of service operations that are required to manage the steady state of IT environment	4	**CO3**
Q 5	List the service Desk Pre-Release Requirements	4	**CO3**
	SECTION B		
Q 6	List out the advancement of IT Operations Management and provide at least three examples for each era?	10	**CO1**
Q 7	Construct the flow diagrams of Event Management procedures and its sub-processes Or Construct the flow diagrams for following and explain briefly i. Detect and Record ii. Classification, prioritization and Allocation	10	**CO2**
Q 8	Backup (Tools and strategy): The organization's data must be protected and this shall include backup (copying) and storage of data in remote locations where it can be protected and used whenever it is needed to restore due to loss, corruption or implementation of IT Service Continuity Plans. Discuss the Roles and Activities associated with Backup and Restore process for above scenario.	10	**CO3**
Q 9	Explain the types of Hybrid organization structure with advantages and disadvantages	10	**CO4**
	SECTION-C		
Q 10	Apply the specialization technologies and activities in organization structure of IT operation management	20	**CO4**
Q 11	State the integration with other service Management processes that associated with Incident Management Or Illustrate the flow diagrams for following with respect to Problem Management i. Problem Classification and Allocation ii. Problem Investigation and Diagnosis iii. Error Identification and Recording iv. Error Assessment	20	**CO2**