

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES

End Semester Examination, July 2020

Course: IT Infrastructure Library

Program: B. Tech CSE+ IFM

Course Code: CSIT 1004

Semester: II

Time: 02 hrs.

Max. Marks: 100

Instructions: Attempt all the Questions

Question Type	Question Statement	Option 1	Correct/Incorrect	Option 2	Correct/Incorrect	Option 3	Correct/Incorrect	Option 4	Correct/Incorrect	Marks
MC	Which of the following is not a recognized source of IT best practices according to ITIL?	Proprietary knowledge	INCORRECT	Industry standards	INCORRECT	Training	INCORRECT	Auditors	CORRECT	1
MC	Which of the following is a reason an organization might want to adopt ITIL best practices?	Advice on the technical specification of infrastructure	INCORRECT	Advice on business strategy	INCORRECT	Development of programming techniques	INCORRECT	Management of IT services and budgetary controls	CORRECT	1
MC	What is an IT service made up of?	A combination of information technology, people, and processes	CORRECT	A combination of best practices, information technology, and outcomes	INCORRECT	A combination of best practices, outcomes, and inputs	INCORRECT	A combination of controls, outcomes, and inputs	INCORRECT	2
MC	Which of the following is the correct description of a service?	Restores normal operations as soon as possible	INCORRECT	Delivers value to customers, without ownership of specific costs and risks	CORRECT	Investigates the underlying cause of issues	INCORRECT	Monitors targets according to contractual obligations	INCORRECT	2
MC	ITIL identifies three	The business	INCORRECT	The	INCORRECT	The customer's	INCORRECT	The service	CORRECT	2

	areas that will be used by customers in their understanding of value. Which of these is not one of them?	outcomes achieved		customer's preferences		perception		provider's preferences		
MC	To properly understand the value of a service, the IT service provider requires three pieces of information. Which of these is not one of the pieces of information?	Who designed the services	CORRECT	The services IT provided	INCORRECT	What the services achieved	INCORRECT	How much the services cost	INCORRECT	2
TF	ITIL is the International de facto management framework describing "good practices" for IT Service Management	TRUE								1
MC	The earliest version of ITIL originally called as	GITIM	CORRECT	CCTA	INCORRECT	MOF	INCORRECT	CERT	INCORRECT	1
MC	How many P's are Involved in Service Strategy	3	INCORRECT	4	CORRECT	5	INCORRECT	6	INCORRECT	1
TF	Service Operation maintains current situation and reacts to changes at the same time	TRUE								2
MC	Which of these statements best represents the objective of service design?	Service design should design services that cannot be improved.	INCORRECT	Service design should design services that require little improvement, except to meet ongoing business	CORRECT	Service design should design services that meet the requirements of the service provider.	INCORRECT	Service design should design services that deliver the expectations of the service provider in terms of service	INCORRECT	2

				requirements.				requirements.		
MC	Service design provides value to the business in many different ways. Which of the following is not recognized as value from service design?	Lower total cost of ownership.	INCORRECT	Efficient assessment of changes to business strategy.	CORRECT	Services meet the customer expectations for warranty requirements.	INCORRECT	Designs will include governance requirements.	INCORRECT	1
MC	Service design has four major areas that need to be considered in order to deliver an holistic design. Which of these are the four areas?	Process, plan, performance, partners	INCORRECT	Partners, plans, people, performance	INCORRECT	People, process, products, partners	CORRECT	Products, plans, performance, process	INCORRECT	1
MC	Which of the following is the correct definition of the service catalog?	A document that describes the IT service, service level targets, and responsibilities of the IT service provider and the customer	INCORRECT	The complete set of services managed by a service provider, used to manage the entire lifecycle of all services	INCORRECT	A database or document with information about all live IT services	CORRECT	Justification for a particular item of expenditure, including information about costs, benefits, options, and risks	INCORRECT	2
MC	Which of the following is objective of Supplier Management	Make sure that underpinning contracts and agreements with suppliers are in alignment with the business needs	INCORRECT	Negotiate and agree contracts with suppliers	INCORRECT	Maintain a supporting Supplier and Contract Database (SCD) and a supplier policy	INCORRECT	all of the above	CORRECT	1
MC	It is a set of work processes associated with the provisioning and management of IT infrastructure resources such as	Capacity Management	CORRECT	Supplier Management	INCORRECT	Availability Management	INCORRECT	IT Service Continuity Management	INCORRECT	2

	servers, printers and telecommunications devices used to support business processes in a cost effective manner is called as									
MC	How many sub-process in Capacity Management	4	INCORRECT	5	INCORRECT	6	INCORRECT	3	CORRECT	1
MC	These are critical elements of the business process supported by an IT Service is called as	Serviceability	INCORRECT	Vital Business Function	CORRECT	Reliability	INCORRECT	Availability	INCORRECT	2
MC	Any incident that may interfere with achieving the SLA security requirements; materialization of a threat is called as	Integrity	INCORRECT	Security Incident	CORRECT	Availability	INCORRECT	Security Baseline	INCORRECT	2
MC	The security level adopted by the IT organization for its own security and from the point of view of good “due diligence” is called	Integrity	INCORRECT	Security Incident	INCORRECT	Availability	INCORRECT	Security Baseline	CORRECT	2
MC	Which of following is not activity under IT Service Continuity Management	Perform a Business Impact Analysis	INCORRECT	Risk Assessment	INCORRECT	Operational Management	INCORRECT	Business Impact Analysis	CORRECT	2
MC	The e-commerce portal must also be consistent to ensure that all the features of their website are working properly as expected and are not failing is the example of	Availability	INCORRECT	Security	INCORRECT	Reliability	CORRECT	Serviceability	INCORRECT	2

MC	It includes all the functional requirements, capabilities and resources required for acceptable level of service is called as	Measurement Systems	INCORRECT	Service Portfolio	INCORRECT	Service Solutions	CORRECT	Processes	INCORRECT	2
MC	Which of the following is the process of service design	Service Catalogue Management	INCORRECT	Service Level Management	INCORRECT	Information Security Management	INCORRECT	all of the above	CORRECT	2
MC	Which of the following is not the part of Service Lifecycle Plan in packages of Service Design	Service Transition Plan	INCORRECT	Service Applicability	CORRECT	Service Acceptance Criteria	INCORRECT	Service Program	INCORRECT	2
MC	which of the following is benefit of ITIL	Streamline service delivery and support processes	INCORRECT	Develop repeatable procedures to aid first level support groups	INCORRECT	Perform proactive analysis, prevention and resolution	INCORRECT	All of the above	CORRECT	2
MC	What does organization Achieved out of ITIL Implementation?	Reduce Cost of Operations	INCORRECT	Improve Service Quality	INCORRECT	Improve Compliance	INCORRECT	All of the above	CORRECT	2
MC	WHICH one of following is not step for ITIL Implementation	Process Mapping	INCORRECT	GAP analysis	INCORRECT	Plan and create a roadmap	INCORRECT	Define clear services and service targets	CORRECT	2
MC	Benefits of ISO 20000:2011 Certification is	Target for achievement	INCORRECT	Best Practice Guidance	INCORRECT	Implementation and improvement plans	INCORRECT	Promotes risk assessment and risk management	CORRECT	1
MC	Inter-linkage between ITIL and ISO 20000 is	Target for achievement	INCORRECT	Best Practice Guidance	INCORRECT	Implementation and improvement plans		All of the above	CORRECT	2
MC	How many Levels in ITIL Certification	4	CORRECT	3	INCORRECT	5	INCORRECT	6	INCORRECT	2

MC	Which ITIL Certification is aimed to deliver in-depth understanding of ITIL covering the nuances of ITIL concepts	Expert level	CORRECT	MASTER LEVEL	INCORRECT	Intermediate level	INCORRECT	FOUNDATION LEVEL	INCORRECT	2
MC	Which ITIL certificate level demands practical implementation of ITIL in respective organizations and hands on experience on ITIL adoption & project execution.	Expert level	INCORRECT	MASTER LEVEL	CORRECT	Intermediate level	INCORRECT	FOUNDATION LEVEL	INCORRECT	2
MC	Which of these statements is the best description of the purpose of the service transition lifecycle stage?	Ensure services agreed on and designed in strategy and design are delivered effectively into operation	CORRECT	Ensure services are designed to meet business expectations.	INCORRECT	Ensure services are operated according to service level agreements.	INCORRECT	Ensure services are measured and improved according to improvement guidelines.	INCORRECT	2
MC	Which of these statements best reflects the purpose of change management?	To deliver successful projects to operations	INCORRECT	To provide controlled change	CORRECT	To provide success strategies for the business	INCORRECT	To deliver an accurate configuration management system	INCORRECT	2
MC	Which of these is part of the scope of IT change management?	Business strategic changes	INCORRECT	Minor operational changes	INCORRECT	IT service changes	CORRECT	Project changes	INCORRECT	2
MC	Which of these is the best description of the purpose of transition planning and support process?	To provide overall planning and coordination of resources for service transition	CORRECT	To provide coordination for all change management activities	INCORRECT	To provide planning for all designs in the service lifecycle	INCORRECT	To provide planning for operational activities during release management	INCORRECT	2
MC	Service operation includes which of the following	Optimizing the service	CORRECT	Testing the service	INCORRECT	Rolling out the service	INCORRECT	Deciding whether to retire the service	INCORRECT	2

	activities?									
MC	Many processes from other lifecycle stages also take place during the operation stage. Which of the following processes does not fall into this category?	Service level management	INCORRECT	Design coordination	CORRECT	IT service continuity management	INCORRECT	Availability management	INCORRECT	2
MC	Which is the best description of an incident?	An event that has significance and impacts the service	INCORRECT	A fault that causes failures in the IT infrastructure	INCORRECT	An unplanned interruption to an IT service or reduction in the quality of an IT service	CORRECT	A user error	INCORRECT	1
MC	A service management tool has the ability to store templates for common incidents that define the steps to be taken to resolve the fault. What are these called?	Incident models	CORRECT	Incident categories	INCORRECT	Major incidents	INCORRECT	Minor incidents	INCORRECT	1
MC	Incident management aims to restore normal service operation as quickly as possible. How is normal service operation defined?	It is the level of service that the user requires.	INCORRECT	It is the level of service that the technical management staff members say is reasonable.	INCORRECT	It is the level of service defined in the SLA.	CORRECT	It is the level of service that IT believes is optimal.	INCORRECT	1
MC	Which of the following is not a satisfactory resolution to an incident?	A user complains of poor response; a reboot speeds up the response.	INCORRECT	A user complains of poor response; second-line support runs diagnostics to be able to monitor it the next time it	CORRECT	The service desk uses the KEDB to provide a workaround to restore the service.	INCORRECT	The service desk takes control of the user's machine remotely and shows the user how to run the report they were having difficulty	INCORRECT	1

				occurs.				with.		
MC	The request fulfillment process is suitable for which of the following?	All requests, including RFCs	INCORRECT	Common, low-risk requests with a documented fulfillment procedure	CORRECT	Only requests that have been approved by the CAB	INCORRECT	Emergency requests for change, because the process will ensure a fast implementation	INCORRECT	1
MC	Which of the following is not the activity of problem management	Workarounds	INCORRECT	Raising a known error	INCORRECT	Major problem review	INCORRECT	Fullfillment	CORRECT	1
MC	which of following are process of Continuous service Improvement	Service Level Management	INCORRECT	Service Measurement and Reporting	INCORRECT	Service Measurement and Reporting and Service Level Management	Correct	None	INCORRECT	2
MC	Which of these statements provides the best description of the purpose of service level management?	Ensure that all current and planned IT services are delivered to agreed achievable targets	CORRECT	Ensure there is a high-level relationship with customers to capture business demands	INCORRECT	Ensure users have a single point of contact for all operational issues	INCORRECT	Ensure there is a smooth transition of services to and from service providers	INCORRECT	2
MC	Which of these is an objective of service level management?	Monitor changes throughout their lifecycle	INCORRECT	Define, document, agree, monitor, measure, report, and review services	CORRECT	Respond to service requests and inquiries promptly	INCORRECT	Establish the root cause of incidents and problems efficiently and cost effectively	INCORRECT	2
MC	What is the objective of Service Measurement and Reporting	Data collection, design of metrics and reporting activities	CORRECT	Continuous Improvement in Service	INCORRECT	Maintain the Log	INCORRECT	none	INCORRECT	2
MC	which of the following are Metrics used for Measurement	Technology metrics	INCORRECT	process metrics	INCORRECT	Service metrics	INCORRECT	all of the above	CORRECT	2
MC	Which of the	Define what	INCORRECT	process the	INCORRECT	analyze the data	INCORRECT	Reporting the	CORRECT	2

	following is not activity involved in 7 steps of Service Improvement Plan	can be measured		data				schedules		
TF	The performance of the IT Service Provider is continually measured with improvements made to processes, IT services and IT Infrastructure for increasing the effectiveness, efficiency and cost effectiveness	TRUE								2
MC	Continual Service Improvement ensure that continual improvements must happen in	IT service	INCORRECT	IT Service Management Process	INCORRECT	IT Service Management Process and IT Service	CORRECT	none	INCORRECT	2
TF	Baseline is a benchmark that is established and used for comparison as a reference point	TRUE								2
TF	7 steps for improving the complete Service Management structure of an organization continually. This is based on the Plan, Do, Check, Act	TRUE								2
MC	Service level requirements are related to which of the following?	Utility	INCORRECT	Warranty	CORRECT	Change records	INCORRECT	Configuration records	INCORRECT	2
MC	What is the vision' is the step in model of Continuous Service	Service Strategy and Service	CORRECT	Service Portfolio	INCORRECT	Service Portfolio, SLM	INCORRECT	NONE	INCORRECT	1

	Improvement is corresponding to	Portfolio								
MC	When to use the PDCA Cycle	Implementing any change	INCORRECT	Working toward continuous improvement	INCORRECT	Developing a new or improved design of a process, product, or service	INCORRECT	all of the above	CORRECT	1
MC	What is the benefit of using a change model?	It allows a change to be accepted into release more easily.	INCORRECT	It allows the customer to bypass the normal change process.	INCORRECT	It allows project teams to use the change process for project changes.	INCORRECT	It allows predefined steps to be used when handling similar types of change.	CORRECT	1
MC	These are generally captured in the form of activity metrics and KPIs for the service management processes that helps in determining the overall proficiency of a process is called as	Technology metrics	CORRECT	process metrics	INCORRECT	Service metrics	INCORRECT	all of the above	INCORRECT	1