

Name:	 UPES UNIVERSITY WITH A PURPOSE
Enrolment No:	

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

Course: IT Application Discovery and Dependency Management	Semester: VII
Program: B.TECH CS with Infrastructure Management	Time: 03 hrs.
Course Code: CSIT 4002	Max. Marks: 100

SECTION A

Instruction: complete the statement or select the correct answer(s)

S.No.		Marks	CO
Q 1	i. Which of the following is not an IT infrastructure service component? a. Operating system software b. Computing platforms to provide a coherent digital environment c. Physical facilities management to manage the facilities housing physical components d. IT management services to plan and develop the infrastructure and provide project management ii. The schema name must be unique and must begin with alphanumeric character [True/False]	5	CO1
Q 2	i. You are on the evaluation panel looking at purchasing some new Service Management tools. An argument develops that the CMDB cannot be used by the Service Desk and Problem Management process owner. What is your opinion? a. I agree, the CMDB is only for tracking information about CI's b. I disagree; the CMDB can be used for incidents and problem tracking. In fact, it makes sense to do this. c. The decision will be made by a senior manager who decides such policy issues d. None ii. You are asked to make changes to the CMDB so that information of IT users, IT staff and different business departments can be stored. Would you question this request or is it a reasonable thing to ask? [True/False]	5	CO3
Q 3	i. Actual configuration items are defined in a. CIM b. CMDB c. Asset Management d. None ii. Authorized configuration items are used to promote the actual items [True/False]	5	CO3
Q 4	i. Example for Non-discoverable CI is Network [True/False] ii. Reconciliation of CI's in CMDB involves-----activities a. 1 b.2 c.3 d. 4	5	CO2
Q 5	i. Automatic discovery process can have _____ feasible states a. 5 b.2 c.3 d. 4 ii. Example for Non -web based client applications a. Facebook b. yahoo Messenger c. Gmail d. Twitter	5	CO2

Q 6	<p>i. Visual display is helpful for reporting purpose [True/False]</p> <p>ii. _____ of an enterprise IT ecosystem can optimize and consolidate IT devices so as to improve the energy efficiency of devices and curtail energy costs</p> <p>a. Visual basic b. Visual display c. Hardware d. Operating system</p>	5	CO4
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SECTION B

Instruction : Write short/brief notes

Q 7	<p>Explain the CIM meta Schema, Describe the CIM meta schema properties and qualifiers</p> <p align="center">Or</p> <p>Demonstrate the classification of configuration items(CI) and types of attributes with example</p>	10	CO1
Q 8	Explain the Procedure to install various agents on network devices	10	CO2
Q 9	Demonstrate different visual display tools used in Business service and Event management	10	CO4
Q 10	Illustrate the physical topology views with respect to Dynamic Data Center Topology, and importance of Physical Topology View	10	CO2
Q 11	Describe the Federated CMDB and its services with neat diagram	10	CO3

SECTION-C

Instruction: Write long answer.

Q 12	<p>IT infrastructure has relied on conventional techniques such as endless spreadsheets and extensive audits but the proliferation of virtualized data centers, cloud, and micro services, has made it increasingly difficult to track dependencies using these archaic methods. Now, application maps are usually the first step to visualizing complex IT environments.</p> <p>With Manage-Engine Applications Manager's new Application Discovery and Dependency Mapping (ADDM) feature, you can get a complete view of your complex IT infrastructure, easily drill down to IT relationships, and map them effortlessly!</p> <p>i. Identify the tool and explain the procedure to discover the resources faster in IT environment</p> <p>ii. Explain the role of CMDB integration in above scenario</p> <p>iii. Design a business service dependency map and Explain the business view status of applications and troubleshoot quickly</p> <p align="center">or</p> <p>List & apply the different ITIL managements in Configuration Management Database (CMDB) and explain their roles and responsibilities?</p>	20	CO3
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