

Name:
Enrolment No:



UNIVERSITY OF PETROLEUM AND ENERGY STUDIES

Online End Semester Examination, May 2021

Course: Technology and Tools for Infrastructure Management
Program: B. Tech CSE +IT-INFRA
Course Code: CSIT 4004

Semester: VIII
Time : 03 hrs.
Max. Marks: 100

Instructions:

SECTION A

1. Each Question will carry 5 Marks

S. No.		Marks	CO
Q 1	Enlist at least 5 open source tools for IT Infrastructure Monitoring.	5	CO1
Q 2	Can monitoring be done by IPHost ITSM tool (True / False).	5	CO4
Q 3	Differentiate between IT infrastructure mapping and monitoring.	5	CO4
Q 4	Elaborate the release management in IT Infrastructure.	5	CO2
Q 5	Describe the purpose of HEAT software in IT Infrastructure Monitoring.	5	CO3
Q 6	Enlist the major 5 key functionalities of ServiceNow ITSM tool.	5	CO2

SECTION B

1. Each question will carry 10 marks

2. Instruction: Write short / brief notes

Q 7	Usage of mobile devices by everyone has revolutionized the whole IT Infrastructure and its services. Explain the reason with notable points.	10	CO1
Q 8	Explain the following in detail a) Hyper-Converged Infrastructure b) Infrastructure as a Service	10	CO1
Q 9	Illustrate the architecture of BI with diagram and also suggest the ways to streamline business for achieving efficiency.	10	CO2
Q 10	“ITSM market as defined by Gartner is growing because of various reasons do extensive research for taking right decisions”. In the said context, write the things that need to consider while choosing the right ITSM tool.	10	CO3
Q 11	Elaborate in details BMC atrium service level management. Also describe all its phases with relevant diagram. OR Explain the concept of Cherwell. And elaborate in detail the process of ITIL Incident management process. Also give the benefit of Cherwell.	10	CO3

SECTION-C

1. Each Question carries 20 Marks.

2. Instruction: Write long answer.

Q 12	<p>Give insight on Emerging trends in IT Infrastructure in detail. Explain briefly about HEAT software tool used in ITSM. Describe various ITSM Mapping processes of HEAT software. (5 + 10 +5)</p> <p style="text-align: center;">OR</p> <p>Considering the Scenario of UPES, Dehradun Institute, collect the following information related to:</p> <ul style="list-style-type: none"> • Departments • Organisation structure of each department • List of services offered by each department (internal & external) • Current set of challenges faced by each department (from a IT service perspective) • Identification of challenges & development of an IT service management requirement document <p>The question is to be answered in terms of IT infrastructure terminology.</p>	20	CO4
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