

Name:	
Enrolment No:	

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
End Semester Examination, December 2018

Course: IT Infra Management Operations /CSIB320

Semester: V

Programme: B. TECH. CSE+IT INFRA

Time: 03 hrs.

Max. Marks: 100

Instructions: Attempt all questions. Assume any missing data, draw diagrams wherever applicable, provide appropriate examples

SECTION A [20 Marks]

S. No.		Marks	CO
Q 1.	Contrast any of the four process associated with IT Operations Management.	4	CO1
Q 2.	Illustrate any four types of documents used to perform documentation activities.	4	CO2
Q 3.	Compare KPI and KGI.	4	CO3
Q 4.	Explain Service Desk.	4	CO4
Q 5.	Discuss MIS requirement in IT Management.	4	CO3

SECTION B [40 Marks]

Q 6.	Illustrate the responsibilities of a service desk for UPES.	10	CO1+ CO2
Q 7.	Discuss the important clause/clauses that you should incorporate with third party vendors, such as ISP/UPS vendors. Explain in details with your inputs and reviews.	10	CO3
Q 8.	Explain the roles and activities of Backup and restore. How UPES IT services enhance through it.	10	CO3+ CO4
Q 9.	Organization Structure of UPES is hybrid. Analyze and discuss the advantages and disadvantages of it.	10	CO4

OR

	Analyze the Service Desk operations of UPES and comprehend your analytical view for improving the customer satisfaction through proper diagram.	10	CO4
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SECTION-C [40 Marks]

Q 10.	You are an IBM representative and deputed as a Site Manager at Kedarnath for establishing a State Data Centre. How will you plan? Discuss with your roles and responsibilities and other factors. How will you enhance your MIS so that it can provide smoother process operations?	20	CO1+ CO2+ CO3+ CO4
Q 11.	A cloudburst took place on one night at UPES. The UPES Data Centre has severe damage due to that disaster. You as a CIO of the UPES discuss your action plan and strategies for managing all the IT operations. How will you recover from such	20	CO1+ CO2+ CO3+

	disasters, what are the precautions you have taken earlier, what are your disaster recovery strategies etc. Discuss and elaborate with optimum solution.		CO4
	OR		
	Describe the following: a. Service Desk b. Role of Service Engineer c. Key Performance Indicator d. Application Management e. Monitoring and Escalation	20	CO1+ CO2+ CO3+ CO4

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SECTION A [20 Marks]

S. No.		Marks	CO
Q 1.	Discuss the connection between different spheres of IT Information System.	4	CO1
Q 2.	Explain Incident Management.	4	CO2
Q 3.	Define CMDB.	4	CO3
Q 4.	Discuss importance of Service Desk.	4	CO4
Q 5.	Illustrate Organization by Activity.	4	CO4

SECTION B [40 Marks]

Q 6.	You need to improve your policy for problem management. Review and justify considering yourself as CIO of “SKYNET SYSTEMS”.	10	CO1+ CO2
Q 7.	Illustrate various process associated with IT Operations Management with suitable examples for UPES IT Service management.	10	CO3
Q 8.	Analyze and compare the roles and activities of Backup and restore plan at the time of natural disasters. How UPES IT services face such incidents.	10	CO3+ CO4
Q 9.	How will you utilize MIS so that it can provide smoother process operations through service desk?	10	CO4

OR

	Analyze the need of escalation matrix and SLA required for IT operations of organization like UPES. Review your answer with proper justifications.	10	
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SECTION-C [40 Marks]

Q 10.	Discuss the following: <ol style="list-style-type: none"> i. IT Operation Era ii. Procedure Document iii. Key Goal Indicators iv. Process Metrics v. Request fulfil management 	20	CO1+ CO2+ CO3+ CO4
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Q 11.	A high magnitude earthquake took place on one night at SKYNET SYSTEMS. The SKYNET Data Centre severely damaged due to that disaster. You as a CIO of the SKYNET SYSTEMS review and discuss your action plan and strategies for managing all the IT operations. How you recover from such disasters, what are the precautions you have taken earlier, what are your disaster recovery strategies etc. Elaborate all the points with solution.	20	CO1+ CO2+ CO3+ CO4
OR			
	You are a System Architect for NIC and deputed as an Operation Manager at Hilly region of Uttarakhand to establish a NIC Data Centre for Himalayan Geological studies. Describe your plan for implementation. Analyze and review your roles, responsibilities and other factors. Discuss the enhancement process of your MIS so that it can help smoother operation processes.	20	CO1+ CO2+ CO3+ CO4