



Name:		
Enrolment No:		
UNIVERSITY OF PETROLEUM AND ENERGY STUDIES End Semester Examination, May 2020		
Course: IT Service Delivery	Semester: VI	
Course Code: CSIT 30003	Time: 2hr.	
Programme: B.Tech CS with IT Infrastructure	Max. Marks: 100	
Instructions: Answer the All the Questions		



P Srikanth **63**

My Institution

Courses

Community

Edit Mode is: ON ?



Tests, Surveys and Pools Tests **Test Canvas : END_TERM_EXAM**

This Test has 40 attempts. For information on editing questions, click **More Help** below.

Test Canvas: END_TERM_EXAM

Question Settings

You can edit, delete or change the point values of test questions on this page. If necessary, test attempts will be regraded after you submit your changes.

All None

Delete and Regrade

Hide Question Details



Description All questions are compulsory

No Negative Marking

No. of Questions :60

Maximum Time 2 hours

- i. Do not access any other website except learn.upes.ac.in
- ii. During exam students will not be allowed to leave the room.
- iii. Mobile phones are not allowed during exam.
- iv. Don't click on submit button during exam if not finished.

Instructions

Total Questions 60

Total Points 100

Number of Attempts 40

Select: _____ Select by Type:

Points Update and Regrade

1. Multiple Choice: CO1:Which of the following describes ...

Points: **2**

← OK

Question	CO1:Which of the following describes a significant difference between a service request and an incident?
Answer	<p>An incident always comes from a user, whereas a service request can originate from anyone in an organisation</p> <hr/> <p>A service request will sometimes be recorded by the service desk, whereas an incident will always be recorded by the service desk</p> <hr/> <p><input checked="" type="checkbox"/> An incident is unplanned, whereas a service request should usually be planned</p> <hr/> <p>A service request will never be escalated, whereas an incident will always be escalated</p>

2. Multiple Choice: CO4:Which of the following is NOT an ...

Points: **2**

Question	CO4:Which of the following is NOT an objective of continual service improvement?
Answer	<p><input checked="" type="checkbox"/> Identifying, selecting and prioritising market opportunities</p> <hr/> <p>Improving the cost-effectiveness of delivering IT services</p> <hr/> <p>Making recommendations for improvements in each lifecycle phase</p> <hr/> <p>Ensuring applicable quality management methods are employed</p>

3. Multiple Choice: CO2:Which of the following statements...

Points: **2**

Question	CO2:Which of the following statements best reflects ITIL guidance for capacity management?
Answer	<p>The capacity plan must be issued annually with quarterly reviews to ensure it remains accurate and reflects both current and future agreed capacity requirements</p> <hr/> <p>The capacity plan should be issued each year in January so it coincides with the start of the budget year</p>

The capacity plan should be reissued every time there is significant change to the business or a new project is implemented

- The capacity plan should be prepared so it can be used as input into the organisation's budget process in line with the organisation's financial cycle

4. Multiple Choice: CO2:Which of the following activities...

Points: **2**

Question	CO2:Which of the following activities would benefit from the availability of a supplier and contracts management information system?
Answer	<p>1, 3 and 5 only</p> <p>2 and 4 only</p> <p><input checked="" type="checkbox"/> 1, 3, 4 and 5 only</p> <p>All</p>

5. Multiple Choice: CO1:Which of these is not a stage in ...

Points: **2**

Question	CO1:Which of these is not a stage in the ITIL service lifecycle?
Answer	<p>Service design</p> <p><input checked="" type="checkbox"/> Service implementation</p> <p>Continual service improvement</p> <p>Service operation</p>

6. Multiple Choice: CO3:The agreement between an IT servi...

Points: **2**

Question	CO3:The agreement between an IT service provider and their customers regarding the services provided is called _____
Answer	Service charter
	Service contract
	<input checked="" type="checkbox"/> Service level agreement
	Service targets

**7. Multiple Choice: CO2:Which of the following should be ...**Points: **2**

Question	CO2:Which of the following should be considered when drawing up a capacity plan? 1. The business plan to streamline its operations 2. The possibility of moving a business operation such as a call center overseas 3. New advances in technology 4. Plans to restructure the IT department
Answer	1 and 2
	<input checked="" type="checkbox"/> 1, 2, and 3
	1, 3, and 4
	All

**8. Multiple Choice: CO2:An availability plan should consi...**Points: **2**

Question	CO2:An availability plan should consider the requirements for what period?
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Answer	<input checked="" type="checkbox"/> For the next 24 hours <hr/> <input type="checkbox"/> For the next week <hr/> <input type="checkbox"/> For the next month <hr/> <input type="checkbox"/> For the next 12 to 18 months
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Points: **2**

9. Multiple Choice: CO4:How is the seven-step improvement...

Question	CO4:How is the seven-step improvement process in the continual service improvement lifecyclestage used?
Answer	<input type="checkbox"/> The seven-step improvement process is used to manage improvement initiatives in linewith business requirements. <hr/> <input checked="" type="checkbox"/> The seven-step improvement process is used to gather, analyze, and present data toassist in decision making. <hr/> <input type="checkbox"/> The seven-step improvement process is used to format the improvement reportsdelivered to the business. <hr/> <input type="checkbox"/> The seven-step improvement process is used to manage the improvement programacross the organization.

Points: **2**

10. Multiple Choice: CO3:Which of these statements about g...

Question	CO3:Which of these statements about governance is true?1. Ensures that policies and strategy are actually implemented2. Ensures that required processes are correctly followed3. Ensures that the CAB assesses all changes
Answer	<input type="checkbox"/> 1, 2, and 3 <hr/> <input type="checkbox"/> 2 and 3

1 only

1 and 2

11. Multiple Choice: CO3:Which of these is an objective of...

Points: **2**

Question	CO3:Which of these is an objective of service level management?
Answer	<input checked="" type="checkbox"/> Monitor changes throughout their lifecycle
	<input type="checkbox"/> Define, document, agree, monitor, measure, report, and review services
	<input type="checkbox"/> Respond to service requests and inquiries promptly
	<input type="checkbox"/> Establish the root cause of incidents and problems efficiently and cost effectively

12. Multiple Choice: CO3:Which of the following would not ...

Points: **2**

Question	CO3:Which of the following would not be part of a service level agreement?
Answer	<input type="checkbox"/> Description of the service
	<input type="checkbox"/> Service hours
	<input checked="" type="checkbox"/> Definition of business strategy
	<input type="checkbox"/> Service continuity arrangements

13. Multiple Choice: CO2:Availability is calculated using ...

Points: **2**

Question	CO2:Availability is calculated using the formula $AST-DT/AST \times 100$. What do the terms AST and DT refer to?
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Answer

AST = assumed service target, DT = delivery time

AST = availability service target, DT = downtime

 AST = agreed service time, DT = downtime

AST = agreed service time, DT = delivery time

Points: **2****14. Multiple Choice: CO2:Which of the following are respon...****Question**

CO2:Which of the following are responsibilities of capacity management?1. Negotiating capacity requirements to be included in the SLA2. Monitoring capacity3. Forecasting capacity requirements4. Dealing with capacity issues

Answer 2, 3, and 4

1 and 2 only

1, 2, and 4

All

Points: **2****15. Multiple Choice: CO2:Capacity management considers thr...****Question**

CO2:Capacity management considers three subprocesses. What are they?

Answer

Service capacity, business capacity, component capacity

System capacity, business capacity, component capacity

Service capacity, business capacity, configuration capacity

System capacity, business capacity, infrastructure capacity

Points: **2****16. Multiple Choice: CO4:Which of the following are respon...****Question**

CO4:Which of the following are responsibilities of IT service continuity management?

1. Ensuring IT services can continue in the event of a disaster
2. Carrying out risk assessments
3. Ensuring the business has contingency plans in place in case of a disaster
4. Ensuring all IT staff know their role in the event of a disaster

Answer

2, 3, and 4

1, 2, and 4



1 and 2 only

All

Points: **2****17. Multiple Choice: CO4:Which of the following statements...****Question**

CO4:Which of the following statements about IT Service Continuity Management (ITSCM) is TRUE?

Answer

ITSCM defines the service that can be provided in the event of a major disruption. The business can then plan how it will use the service.

ITSCM and Business Continuity Management (BCM) have no impact on each other.

- BCM defines the level of IT service that will be required in the event of a major disruption. ITSCM is responsible for delivering this level of service.

It is the responsibility of ITSCM to deliver a single continuity plan, that will fit all situations.

18. Multiple Choice: CO1:Many processes from other lifecyc...

Points: **2**

Question	CO1:Many processes from other lifecycle stages also take place during the operation stage.Which of the following processes does not fall into this category?
Answer	<input checked="" type="checkbox"/> Design coordination
	<input type="checkbox"/> IT service continuity management
	<input type="checkbox"/> Service level management
	<input type="checkbox"/> Availability management

19. Multiple Choice: CO4:Which of these statements is corr...

Points: **2**

Question	CO4:Which of these statements is correct about the purpose of the continual service improvement lifecycle stage?1. The purpose of continual service improvement is to continue to support the business with IT services, in the face of changing business needs.2. The purpose of continual service improvement is to define the strategic approach for service management across the whole of the lifecycle
Answer	<input checked="" type="checkbox"/> 1 only
	<input type="checkbox"/> 2 only
	<input type="checkbox"/> Both
	<input type="checkbox"/> None



Points: 1

20. Multiple Choice: CO1:Many processes from other lifecyc...

Question	CO1:Many processes from other lifecycle stages also take place during the operation stage.Which of the following processes does not fall into this category?
Answer	<p>IT service continuity management</p> <hr/> <p>Availability management</p> <hr/> <p>Service level management</p> <hr/> <p><input checked="" type="checkbox"/> Design coordination</p>



Points: 2

21. Multiple Choice: CO3:which of the following is not a b...

Question	CO3:which of the following is not a benefit of service level management
Answer	<p>The need of the customer can be met as the IT service can be designed with a realistic goal in mind</p> <hr/> <p><input checked="" type="checkbox"/> The mis-understanding created in the mind of the customer about the service quality can not be avoided</p> <hr/> <p>Measurable and clear objective can be set</p> <hr/> <p>Action protocol can be put in place on a clear basis</p>



Points: 2

22. Multiple Choice: CO3:which of the following activities...

Question	CO3:which of the following activities are included in SLM
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Answer	<input checked="" type="checkbox"/> To translate the requirements of business into requirements of IT "the scope of timeliness, aspects of recovery, operation hours, services and the performance are not associated with the service " <input type="checkbox"/> both <input type="checkbox"/> None
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**23. Multiple Choice: CO3:New SLA Activities are triggers t...**Points: **2**

Question	CO3:New SLA Activities are triggers the formulation of supporting _____ agreements
Answer	<input type="checkbox"/> SLA <input type="checkbox"/> OLA <input type="checkbox"/> UC <input checked="" type="checkbox"/> only B and C

**24. True / False: "CO3:SLAs can be used to document th...**Points: **1**

Question	"CO3:SLAs can be used to document the agreement between ITS department and the customer to deliver services, and to detail only those aspects of the agreement that are not specified in the Service Catalog or which differ from the standard definition in the Service Catalog."
Answer	<input checked="" type="checkbox"/> True <input type="checkbox"/> False

**25. Multiple Choice: "CO1:Service Catalogue reflects the c...**Points: **1**

Question	"CO1:Service Catalogue reflects the current offerings and business requirements, data from all areas must be accumulated. Identify the areas where data is collected"
Answer	<input type="checkbox"/> a single repository of information <input type="checkbox"/> Current Service Line Offerings <input type="checkbox"/> Requirements of customer

ALL 26. True / False: CO3:A SIP must be driven in a way of ...

Points: 1

Question	CO3:A SIP must be driven in a way of improving the quality of service and provide customer satisfaction
Answer	<input checked="" type="checkbox"/> True <input type="checkbox"/> False

 27. Multiple Choice: CO3:which of the following is not pro...

Points: 2

Question	CO3:which of the following is not process input in Service Level Managements
Answer	<input type="checkbox"/> Incident Management <input type="checkbox"/> Problem Management <input checked="" type="checkbox"/> Event Management <input type="checkbox"/> Change Management

 28. Multiple Choice: CO3:which of the following is not pro...

Points: 2

Question	CO3:which of the following is not process output in SLM
Answer	<input checked="" type="checkbox"/> Incident Management <input type="checkbox"/> SLA <input type="checkbox"/> RFC <input type="checkbox"/> Financial Management

 29. Multiple Choice: CO3:The Benefits of Implementation o...

Points: 2

Question	CO3:The Benefits of Implementation of SLM
Answer	the organization's IT department will get a picture accurately that is needed by a user

enough resources can be allocated by the IT which will also meet the needs of the user

Both

None

30. True / False: CO3:The process of service level mana...

Points: 1

Question CO3:The process of service level management has a feed back stage to check that the process is going accurately

Answer True
 False

31. True / False: CO4:IT Service Continuity Management ...

Points: 1

Question CO4:IT Service Continuity Management (ITSCM) is a part of Business Continuity Management

Answer True
 False

32. True / False: "CO4:reactive operation modes are pro...

Points: 2

Question "CO4:reactive operation modes are provided by business continuity management by developing plans, action and strategies."

Answer True
 False

33. True / False: CO4:Crisis communications and managem...

Points: 1

Question CO4:Crisis communications and management is an effective response for any event is enabled by this process.

Answer True
 False

34. Multiple Choice: CO4:IT disaster recovery concerns wit...

Points: 1

Question	CO4:IT disaster recovery concerns with the recovery of the important assets of IT which includes
Answer	Applications
	Network Assessts
	Systems
	<input checked="" type="checkbox"/> ALL

35. Multiple Choice: "CO4:The risks, vulnerabilities and t...

Points:

Question	"CO4:The risks, vulnerabilities and the threat associates are identified by a management process which is known as "
Answer	ITSCM
	<input checked="" type="checkbox"/> BCM
	Both
	None

36. Multiple Choice: CO4:The main objectives of IT Service...

Points:

Question	CO4:The main objectives of IT Service Continuity Management (ITSCM):
Answer	To guarantee the recovery of important IT Services rapidly after an incident
	To establish procedure and policies so that disaster can be avoided and incase it still happens the consequences can be less harmful
	<input checked="" type="checkbox"/> Both
	None

37. True / False: CO4:Confidence of users and customers...

Points:

Question	CO4:Confidence of users and customers in the service quality is improved is a benefit of ITSCM
Answer	<input checked="" type="checkbox"/> True <input type="checkbox"/> False

38. Multiple Choice: CO4:which of the following is an opti...

Points: 1

Question	CO4:which of the following is an options to recover ITSCM
Answer	<input type="checkbox"/> Reciprocal arrangements <input type="checkbox"/> Manual work-around <input checked="" type="checkbox"/> Both <input type="checkbox"/> None

39. Multiple Choice: "CO4:_____recovery option is only ...

Points: 1

Question	"CO4:_____recovery option is only recommended for services that can bear a delay of recovery time in days or weeks, not hours"
Answer	<input checked="" type="checkbox"/> Gradual recovery <input type="checkbox"/> Intermediate recovery <input type="checkbox"/> Immediate recovery <input type="checkbox"/> Fast recovery

40. Multiple Choice: CO4:_____is selected by organizat...

Points: 1

Question	CO4:_____ is selected by organizations that need to recover IT facilities within a predetermined time
Answer	<input type="checkbox"/> Gradual recovery <input checked="" type="checkbox"/> Intermediate recovery <input type="checkbox"/> Immediate recovery

Fast recovery

41. Multiple Choice: CO4: _____ recovery involves the

Points: 1

...

Question	CO4: _____ recovery involves the re-establishment of the critical systems and services within a 24-hour period.
Answer	<input type="checkbox"/> Gradual recovery <input type="checkbox"/> Intermediate recovery <input type="checkbox"/> Immediate recovery <input checked="" type="checkbox"/> Fast recovery

42. Multiple Choice: "CO4: _____ recovery provides for...

Points: 1

Question	"CO4: _____ recovery provides for immediate restoration of services, with no loss of service"
Answer	<input type="checkbox"/> Gradual recovery <input type="checkbox"/> Intermediate recovery <input checked="" type="checkbox"/> Immediate recovery <input type="checkbox"/> Fast recovery

43. Multiple Choice: CO4: There is a period of up to 24 hou...

Points: 2

Question	CO4: There is a period of up to 24 hours allowed for organization and the turnover of the disaster recovery backup site
Answer	<input type="checkbox"/> Phase-II <input checked="" type="checkbox"/> <input type="checkbox"/> Phase-I <input type="checkbox"/> Phase-III

ALL

 44. Multiple Choice: CO4:The goal here is to recover the s...

Points: 2

Question	CO4:The goal here is to recover the systems and network so that our customers can continue business
Answer	<input checked="" type="checkbox"/> Phase-II
	<input type="checkbox"/> Phase-I
	<input type="checkbox"/> Phase-III
	<input type="checkbox"/> ALL

 45. Multiple Choice: CO4:Data processing activities to the...

Points: 2

Question	CO4:Data processing activities to the primary facilities or another computer facility.
Answer	<input type="checkbox"/> Phase-II
	<input type="checkbox"/> Phase-I
	<input checked="" type="checkbox"/> Phase-III
	<input type="checkbox"/> ALL

 46. Multiple Choice: CO1:IT Service Delivery Model Evolute...

Points: 2

Question	CO1:IT Service Delivery Model Evolved in _____ stages
Answer	<input type="checkbox"/> 1
	<input type="checkbox"/> 2
	<input checked="" type="checkbox"/> 3
	<input type="checkbox"/> 4

47. Multiple Choice: CO1:Following challenges must be addressed to manage a multi-source environment?

Question	CO1:Following challenges must be addressed to manage a multi-source environment:
Answer	Customer Confusion
	Inconsistent Quality
	Lack of Business Intelligence
	<input checked="" type="checkbox"/> ALL

48. Multiple Choice: CO1:How many models are there of SIAM?

Points: 2

Question	CO1:How many models are there of SIAM?
Answer	<input checked="" type="checkbox"/> 2
	4
	3
	5

49. Multiple Choice: CO1:In which model, the service provider will have their center near to client's premises and the job will be distributed between this offsite center and an offshore development center located in a different country?

Points: 2

Question	CO1:In which model, the service provider will have their center near to client's premises and the job will be distributed between this offsite center and an offshore development center located in a different country?
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Answer	Offshore Model
	Onsite Model
	<input checked="" type="checkbox"/> Nearshore Model
	ALL



Points: 2

50. Multiple Choice: CO1:In which model, the entire projec...

Question	CO1:In which model, the entire project is accomplished at the service provider's offshoredevelopment center, is located in a different country?
Answer	Clean and prepare sample and review for accuracy, check and correct bad addresses, and obtainmissing phone numbers
	Prepare questionnaires for mail and/or telephone administration
	Prepare survey letters for mailing
	<input checked="" type="checkbox"/> ALL



Points: 2

51. Multiple Choice: CO2:which of the following not an ele...

Question	CO2:which of the following not an element of Availability Management
Answer	Determine Availability Requirement
	Monitor
	Report
	<input checked="" type="checkbox"/> Tune & Implementation



Points: 2

52. Multiple Choice: CO2:which of the following is an ele...

Question	CO2:which of the following is an element of Capacity Management
Answer	Determine Availability Requirement
	<input checked="" type="checkbox"/> Monitor
	<input type="checkbox"/> Report
	<input type="checkbox"/> Optimize



53. Multiple Choice: CO2:Quality aspects for maintaining a...

Points: **2**

Question	CO2:Quality aspects for maintaining availability are: reliability, maintainability and resilience of the IT services is responsibility of _____element
Answer	<input checked="" type="checkbox"/> Determine Availability Requirement
	<input type="checkbox"/> Monitor
	<input type="checkbox"/> Report
	<input type="checkbox"/> Optimize



54. Multiple Choice: CO2:ITIL Service Delivery area has ca...

Points: **1**

Question	CO2:ITIL Service Delivery area has capacity management as one of its _____ elements
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Answer	3
	4
<input checked="" type="checkbox"/>	5
	2

- 55. Multiple Choice: CO2:which of the following is not mod...**

Points: **1**

Question	CO2:which of the following is not modelling techniques
Answer	Trend Analysis
<input checked="" type="checkbox"/>	Business Modelling
	Analytical Modelling
	Simulation

- 56. Multiple Choice: CO2:which modelling responsible for T...**

Points: **1**

Question	CO2:which modelling responsible for The Service & Resource capacity management sub-processes capture data pertaining to service performance and resource utilization
Answer	<input checked="" type="checkbox"/> Trend Analysis
	Business Modelling
	Analytical Modelling
	Simulation

- 57. Multiple Choice: CO2:which modelling responsible for a...**

Points: **1**

Question	CO2:which modelling responsible for a package on a computer by providing details about the configuration that needs to be modelled
Answer	Trend Analysis
	Business Modelling
	<input checked="" type="checkbox"/> Analytical Modelling
	Simulation

58. Multiple Choice: CO2:which of the following is not Bus...

Points: **2**

Question	CO2:which of the following is not Business capacity management
Answer	Modelling
	Demand Management
	Produce Capacity Plans
	<input checked="" type="checkbox"/> Analyze

59. Multiple Choice: CO2:which of the following is Service...

Points: **2**

Question	CO2:which of the following is Service and Resource capacity management
Answer	Modelling
	Demand Management
	Produce Capacity Plans
	<input checked="" type="checkbox"/> Analyze

60. Multiple Choice: CO1:Breaking SIAM down into a standar...

Points: **2**

Question	CO1:Breaking SIAM down into a standardized component model supports which of the following cause?
Answer	<p>Low understanding of SIAM</p> <p>Uninformed decisions to outsource/insource all of part of SIAM</p> <p><input checked="" type="checkbox"/> Ability to apply consistent terminology and approaches</p> <p>No flexibility to accommodate a variety of different services</p>

Select: [All](#) [None](#) Select by Type:

Points