

Name:

Enrolment No:



UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
End Semester Examination, May 2019

Course: IT Service Delivery
Program: B.Tech-CSE-IFM
Course Code: CSIB328

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

Instructions: Attempt all the questions

SECTION A

S. No.		Marks	CO
Q 1	Describe the Onsite IT Service Delivery Model.	4	CO1
Q.2	Illustrate the Purpose of Availability Management.	4	CO2
Q.3	List the Activities of Service Level Management.	4	CO3
Q.4	Explain the term Business Continuity Management.	4	CO4
Q.5	Describe the Responsibilities of IT Service Provider	4	CO1

SECTION B

Q.6	Demonstrate the different stages involved in implementation of service level management and explain each stage in detail.	10	CO3
Q.7	Describe the Component and Risk Involved with Service Integration and Management.	10	CO1
Q.8	Discuss the Disaster recovery strategy phases and list the conditions, if met the constitute a successful recovery effort?	10	CO5
Q.9	Illustrate the Roles and Responsibilities of Capacity Manager and KPI used to measure the performance of Processes Involved in Capacity Management. OR Explain all the inputs and outputs of Capacity Management with neat diagram and Discuss in any five inputs with respect to outputs?	10	CO2

SECTION-C

Q.10	Demonstrate the procedure document of Service Level Management and explain the role of each stage involved in New SLA Activity with neat diagram?	20	CO3
Q.11	Discuss the Five R's Involved in Business Continuity and Explain each with example. OR Draw the flow chart to show all the steps involved in process of Business Continuity Management and explain each step in detail	20	CO4

Name:	
Enrolment No:	

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
End Semester Examination, May 2019

Course: IT Service Delivery Program: B.Tech-CSE-IFM Course Code: CSIB328	Semester: VI Time 03 hrs. Max. Marks: 100
---	--

Instructions: Attempt all the questions

SECTION A

S. No.		Marks	CO
Q 1	Discuss the Concept of Disaster Recovery.	4	CO5
Q.2	Describe the benefits of Service Integration and Management.	4	CO1
Q.3	Define the term Service Level Agreement	4	CO3
Q.4	Illustrate the Concept of IT Service Continuity Management.	4	CO4
Q.5	Describe the Term Multiple Vendor Interlock.	4	CO1

SECTION B

Q.6	Draw the flow diagram to Review/Revise SLA, OLA, and UC and explain each stage in detail?	10	CO3
Q.7	Describe the Input and output Process for IT Service Continuity Management.	10	CO4
Q.8	Discuss the Steps in detail for Development of Disaster Recovery Plan.	10	CO5
Q.9	Discuss the steps for Capacity Management and KPI used to measure the performance of Processes Involved in Capacity Management. <p style="text-align: center;">OR</p> Illustrate all the Services Associated with the Service Management Process with respect available management?	10	CO2

SECTION-C

Q.10	Describe the Roles and Responsibilities of Availability Manager and KPI used to measure the performance of Processes Involved in Availability Management.	20	CO2
Q.11	Discuss the Five R's Involved in Business Continuity and Explain each with example. <p style="text-align: center;">OR</p> Draw the flow chart to show all the steps involved in process of Business Continuity Management and explain each step-in detail	20	CO4

