| Name: | | |
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**UNIVERSITY OF PETROLEUM AND ENERGY STUDIES**
**End Semester Examination, Dec 2020**

Course: Technology & Tools for Infra. Mgmt.                    Semester:  V
Program: B.TECH CS with Infrastructure Management          Time:    03 hrs.
Course Code: CSIT 3011                                        Max. Marks: 100

## SECTION A

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

| S. No. | | Marks | CO |
|--------|---|-------|-----|
| Q 1 | i.  identify the correct statement<br>a) OLAP is an umbrella term that refers to an assortment of software applications for analyzing an organization's raw data for intelligent decision making<br>b) Business intelligence equips enterprises to gain business advantage from data<br>c) BI makes an organization agile thereby giving it a lower edge in today's evolving market condition<br>d) None of the mentioned<br><br>ii. _____ empowers IoT by bringing together everyday objects.<br>a. Intelligence      b. Connectivity      c. Dynamic Nature          d. Enormous Scale | 5 | CO1 |
| Q 2 | i.  which of the following is not a ITSM tool<br>ServiceNow        b. BMC Remedy        c. HOVP        d. Heat Software<br><br>ii. BMC as an ITSM tool was named after three persons' surname initials namely, Scott Boulette, John J. Moores, and Dan Cloer.[ True/False] | 5 | CO2 |
| Q 3 | i.  Which ITSM tools have Voice-enabled "Zero-Touch" Support feature?<br>A. HPOV   B. Cherwell  C. BMC   D. Heat Software<br><br>ii. Which ITSM tool uses codeless design architecture?<br>A. Cherwell   B. Heat Software  C. HPOV  D. BMC | 5 | CO2 |
| Q 4 | i.   By using HEAT Software, you can map incidents across IT infrastructure [True/False]<br><br>ii.  Who is accountable for various customer facilities within an organization?<br>a. Service owner        b. Change manger   c. Release Manager        b. Problem Manager | 5 | CO3 |
| Q 5 | i. Which one is the valid type of SLA?<br>a. Technology-based SLA              b. Customer-based SLA<br>c. Priority-based SLA              d. Location-based SLA<br><br>ii. Change manager ensures the change initiatives meet organizational objectives   within timelines.[True/False] | 5 | CO3 |
| Q 6 | i. Using Simple Network Management Protocol (SNMP), you can:<br>A. Monitor network performance      B. Audit network usage<br>C. Detect network faults              D. All of the above<br><br>ii. IPHost Network Monitor is an easy-to-use Windows application which helps users to deal with network and server monitoring.  [True/False] | 5 | CO4 |

## SECTION B

**Instruction : Write short/brief notes**

| Q 7 | list the various characteristics of IoT and its interoperability<br>or<br>Describe an Enterprise Mobility Management and list the its elements with benefits | **10** | **CO1** |
|------|------|------|------|
| Q 8 | Describe the HPOV and its features, functionalities and benefits | **10** | **CO2** |
| Q 9 | Describe the ServiceNow and its features & functionalities | **10** | **CO2** |
| Q 10 | Describe the Need of mapping IT infrastructure management processes and list the various IT infrastructure mapping processes | **10** | **CO3** |
| Q 11 | Explain the benefits of IT infrastructure monitoring and Detailed Description features of IPHost Network Monitor | **10** | **CO4** |

## SECTION-C

**Instruction: Write long answer.**

| Q 12 | ITSM offers automated capabilities for doing development, reducing errors, accelerating repairs, and speeding up deployment for IT operations. In a recent survey from Forbes Insights, 57% of respondents said ITSM is extremely important to their digital transformation efforts, while 56% viewed the technology also called service management automation as extremely important (or close to it) for their cloud computing and big data initiatives. Meanwhile, several trends are driving changes in ITSM that includes the move toward hybrid IT across the application and infrastructure stack, an acceleration of processes due to DevOps and BizOps methodologies, and the continued move to the digital enterprise, which exposes IT to the demands of market and consumer forces.<br><br>Analyze and apply any **Four** interrelated trends that are push the ITSM functions in new direction<br>or<br>Analyze and apply the streamlines of IT infrastructure to accomplish business efficiency | **20** | **CO1** |
|------|------|------|------|