

<b>Name:</b>	 <b>UPES</b> UNIVERSITY WITH A PURPOSE
<b>Enrolment No:</b>	

**UNIVERSITY OF PETROLEUM AND ENERGY STUDIES**

**End Semester Examination, May 2019**

**Course: IT Infrastructure Management Frameworks**

**Semester: VI**

**Program: B.Tech. CSE with IFM**

**Time 03 hrs.**

**Course Code: CSIB 319**

**Max. Marks: 100**

**Instructions: Attempt all questions**

**SECTION A**

S. No.		Marks	CO
Q1	Which product of IBM is used for load balancing and why it is required?	4	CO5
Q2	How interrelation/interworking happens between change management and configuration management?	4	CO1
Q3	Elaborate 3 key points of Performance Management System.	4	CO2
Q4	What are building blocks of resiliency in resource provisioning layer?	4	CO3
Q5	List down elementary processes of any organization.	4	CO1

**SECTION B**

Q6	Describe EWLM Control Center in detail and how is used to monitor the infrastructure of an organization?	10	CO5
Q7	How an organization can achieve scalability, describe methods in detail. <b>OR</b> Describe in details the framework of resiliency in IT Infrastructure.	10	CO3
Q8	Describe each component of EWLM architecture with diagram.	10	CO4
Q9	Enlist and explain five types of provisioning in the context of IT.	10	CO3

**SECTION-C**

Q10	a. Describe SASL framework and the steps present in SASL with examples wherever necessary. (10 marks) b. Explain the two main aspects of Security Access Control and how are they achieved? (10 marks)	20	CO4
Q11	What are the ways in which IT helpdesk be improved? Explain IT helpdesk model with diagram and Describe FCAPS Model in detail. <b>OR</b> Describe in detail the Maintenance Layer and Operation Management layer with the activities include in it. Also give examples wherever necessary.	20	CO1, CO2

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**SECTION A**

S. No.		Marks	CO
Q1	Describe downgrade attack and give one example.	4	CO5
Q2	Differentiate between Change Management and Configuration management with relevant example.	4	CO1
Q3	Why Performance Management is beneficial for an organization?	4	CO2
Q4	Enlist few methods to improve scalability for an organization.	4	CO3
Q5	List down duties of IT Helpdesk operator.	4	CO1

**SECTION B**

Q6	Describe EWLM Strategy and its architectural view.	10	CO4
Q7	Enlist and describe the techniques used for Storage Optimization. <b>OR</b> What all factors come under the Business Continuity and how it affects storage utilization?	10	CO3
Q8	List and describe the various reports generated by EWLM Control Center.	10	CO5
Q9	What is provisioning in the context of IT? Give at least 3 examples for provisioning in IT Context.	10	CO3

**SECTION-C**

Q10	a. Describe the steps present in SASL framework with examples wherever necessary and minimum protocol requirements in SASL. (10 marks) b. How Authorization and Authentication is achieved in Security Layer? (10 marks)	20	CO4
Q11	Under which layer does Data Center Management come and what all things come under Data Center Management. What are the ways in which IT helpdesk can be improved and draw the IT helpdesk model. <b>OR</b> Explain in detail all elementary processes in any organization with the help of a diagram and explain challenges related to IT process automation.	20	CO1, CO2