

Name:

Enrolment No:



**UNIVERSITY OF PETROLEUM AND ENERGY STUDIES**

**End Semester Examination, Dec 2021**

**Course: IT Infrastructure Management Frameworks**

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

**Course Code: CSIT 3013**

**Semester: V**

**Time : 03 hrs.**

**Max. Marks: 100**

**Instructions: All questions are compulsory**

**SECTION A**

S. No.		Marks	CO
Q 1	Enlist the building blocks of resiliency in resource provisioning layer.	4	CO3
Q 2	Describe the Next Generation Data Center architecture with its key elements.	4	CO1
Q 3	How Service management is different to Operation management?	4	CO2
Q 4	Explain downgrade attack with an example.	4	CO4
Q 5	Which product of IBM is used for load balancing and how does it work?	4	CO5
Q 6	“Network management is the core of the IT Infrastructure”. Describe FCAPS model in detail with respect to network management.	10	CO3
Q 7	Describe IT business continuity and also, explain what business problems does a Business Continuity solution solve?	10	CO4
Q 8	Explain the two main aspects of Security Access Control and how are they achieved?  OR  Describe SASL framework and the steps present in SASL with examples wherever necessary.	10	CO4
Q 9	Describe EWLM Control Center in detail and how is used to monitor the infrastructure of an organization?	10	CO5
Q 10	“A comprehensive understanding of the various aspects of operation management is possible by taking a systems perspective”. Justify the above statements with all factors taking into account. (10 marks) Explain how data center is managed in IT Infrastructure Management Frameworks. (10 marks)	20	CO1

Q 11	<p>What are the ways in which IT helpdesk be improved? Explain IT helpdesk model with diagram. (15 marks)</p> <p>Give your views over the statement – “PD0005 - a code of practice for IT service management”. (5 marks)</p> <p style="text-align: center;">OR</p> <p>What organizations really need is a performance dashboard that translates the organization's strategy into objectives, metrics, initiatives, and tasks customized to each group and individual in the organization. (10 marks)</p> <p>Describe performance management system in detail while looking into above statement. (10 marks)</p>	<b>20</b>	<b>CO2</b>
------	---	-----------	------------

\