UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
Online End Semester Examination, Dec 2020

Course: ITSD & ITIM   Semester: V
Program: B. Tech. CSE+IFM   Time 03 hrs.
Course Code: CSIT 4007   Max. Marks: 100

SECTION A
1. **Each Question will carry 5 Marks**
2. **Instruction: Complete the statement / Select the correct answer(s)**

S. No.	Question	CO
Q 1	List the Key roles in IT business alignment ………….,……..,………….,………..	CO3
Q2	List the benefits of technical support services ………….,……..,………….,………..	CO4
Q3	List the pros and cons of co-location hosting service ………….,……..,………….,………..	CO3
Q4	List the major motives of technical services ………….,……..,………….,………..	CO2
Q5	List the major impacts of mobile enterprise services in IT ………….,……..,………….,………..	CO1
Q6	List the operations of client – server architecture ………….,……..,………….,………..	CO3

SECTION B
1. **Each question will carry 10 marks**
2. **Instruction: Write short / brief notes**

Q 7	Explain the concept of TOS model with case study Or Explain the concept of RIMS model with case study	CO1
Q 8	Describe the reasons for service improvements in IT with an example	CO1
Q 9	Explain the pros and cons of each managed hosting service	CO2
Q 10	Explain the maintenance support models with sample IT operations	CO3
Q 11	Describe the role of CRM software in IT	CO2

Section C
1. **Each Question carries 20 Marks, 2.   Instruction: Write long answer.**

Q12	A. Describe the reasons of various multi-tiered approach in IT with service operations 10M B. Explain the need of managed mobility services with a case study 10M Or A. Explain the operations and challenges of cloud computing architecture 10 M B. Explain the need of Elements of Cloud Infrastructure Services 10 M	CO2