

Name:

Enrolment No:



**UNIVERSITY OF PETROLEUM AND ENERGY STUDIES**  
**Online End Semester Examination, May 2021**

**Course: ITMO**  
**Program: B. Tech. CSE+IFM**  
**Course Code: CSIT 3002**

**Semester: IV**  
**Time 03 hrs.**  
**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	Justify, A successful collaboration between Technology and Operations is an integral element to the success of any organization	CO3
Q2	Why, IT departments are simply not equipped or structured and what changes required	CO4
Q3	What are the Common barriers Operational departments across all types of organizations	CO3
Q4	List the components required for a standard IT infrastructure	CO2
Q5	List the Pros of Operation Era	CO1
Q6	List the Cons of Craft Era?	CO3

**SECTION B**

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

Q 7	Explain the role of staff involvement in IT with a case study	CO1
Q 8	Give one common case study for Service Operation Fundamentals	CO1
Q 9	What are steps involved in Internal IT view versus external business view Or Elaborate Stability versus responsiveness in IT	CO2
Q 10	What do you mean by “Providing good service” describe with a case study manner	CO3
Q 11	Explain the Service Desk interaction with respect to Service Desk structure	CO2

**Section C**

- 1. Each Question carries 20 Marks.**
- 2. Instruction: Write long answer.**

Q12	A. Explain an organization based managing process with advantages and disadvantages B. Explain an organization based activities with advantages and disadvantages Or A. Steps involved in Service Desk Process Document in a case study manner B. Explain the types of Hybrid organization structure with advantages and disadvantages	CO2
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