



UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
End Semester Examination, December 2021

Course: Technology and Tools for Infrastructure Management
Program: B.Tech (CSE with specialization in IT Infrastructure)
Course Code: CSIT 3011

Semester : V
Duration : 03 hrs.
Max. Marks : 100

Instructions: All sections are compulsory.

SECTION A
(Scan and upload) (5Qx 4M = 20 Marks)

S. No.		Marks	CO
Q 1	Define the term “User Experience (UX)”.	4	CO1
Q 2	Differentiate between the problem management and asset management features of the ServiceNow ITSM tool.	4	CO2
Q 3	Discuss the “Drag and drop workflow” and “Voice automation” features of HEAT software.	4	CO3
Q 4	Express the hardware and software requirements for the installation of HEAT software.	4	CO3
Q 5	Write the various types of alerts that can be generated in the IPHost network monitor tool.	4	CO4

SECTION B
(Scan and upload) (4Qx 10M = 40 Marks)

Q 1	Describe the significance of Omni-channel IT support. Elaborate the changes that are brought by the Omni-channel IT support in IT infrastructure.	10	CO1
Q 2	Suppose an organization needs to select an IT infrastructure tool to improve the quality of its operations. Illustrate the things that need to be considered while selecting a new IT service management tool.	10	CO2
Q 3	State the key features and functionalities of Cherwell software. Describe the steps of the “Incident Management Process” in the Cherwell tool.	10	CO2
Q 4	Discuss the need of mapping IT infrastructure management processes. Write a short note on the following IT infrastructure mapping processes: a) Service desk management process b) Change management process OR Differentiate among the roles of service desk analyst, change manager, problem manager, and service owner in the HEAT software for IT infrastructure management.	10	CO3

SECTION C
(Scan and upload)

(2Qx 20M = 40 Marks)

Q 1	Justify the need for IT infrastructure-monitoring tools in the organizations. Discuss the significance and the main features of IPHost ITSM software towards IT infrastructure monitoring.	20	CO4
Q 2	<p>Explain the purpose and need of a sophisticated IT infrastructure. Write a short note on the following emerging trends in IT infrastructure management:</p> <ul style="list-style-type: none">a) Use of mobile devicesb) Cloud computingc) Infrastructure-as-a-service (IaaS)d) Virtualizatione) Artificial intelligence <p style="text-align: center;">OR</p> <p>Elaborate the term “Enterprise Mobility Management (EMM)”. State the differences among the BYOD, CYOD, COPE, and CAPO EMM models with their benefits and limitations. Support your answer with suitable example for each of these EMM models.</p>	20	CO1