

# Online Assessment (Even Sem/Part-I/Part-II Examinations 2019 - 2020)

Course Name - Infrastructure Management Services

Course Code - BHN404

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Answer all the questions. Each question carry one mark.

9. 1. What is ITIL?

*Mark only one oval.*

- Rules for achieving recognized IT standards.
- Good advice about how to manage IT services.
- Advice on managing projects.
- Advice on the technical requirements for infrastructure.

10. 2. Who “owns” ITIL?

*Mark only one oval.*

- The U.S. government.
- Microsoft.
- The U.K. government.
- The Open Group.

11. 3. The knowledge management process maintains and updates a tool used for knowledge management. What is this system called?

*Mark only one oval.*

- The service management tool
- The knowledge base for service management
- The service knowledge management system
- The service management database

12. 4. In the ITIL guidance on incident management, what is one of the key purposes of the incident management process?

*Mark only one oval.*

- The purpose of incident management is to restore normal service operation as quickly as possible.
- The purpose of incident management is to prevent incidents from occurring by identifying the root cause.
- The purpose of incident management is to prevent changes from causing incidents when a change is implemented.
- The purpose of incident management is to ensure that the service desk fulfills all requests from users.

13. 5. A service catalog contains which of the following?

*Mark only one oval.*

- Details of all services being developed.
- Details of all services being considered.
- Details of all services currently available to the users.
- Details of all services.

14. 6. The agreement between an IT service provider and their customers regarding the services provided is called what?

*Mark only one oval.*

- Service charter
- Service contract
- Service level agreement
- Service targets

15. 7. Which of the following is true about change management?

*Mark only one oval.*

- All changes, however small, must be approved by the change advisory board before implementation.
- Emergency changes are too urgent to need approval before implementation.
- Low-risk changes may be pre approved.
- The change advisory board is for technical assessment and approval of changes only.

16. 8. Which of the following statements is false?

*Mark only one oval.*

- a. Planning for a number of different disaster scenarios that could affect IT services is essential.
- b. Ensuring the business is able to continue operation is the responsibility of IT
- c. It is impossible to plan for disasters, because there are too many different possibilities. The IT department should be ready to quickly devise a recovery plan following a disaster.
- d. Continuity planning requires an understanding of the key business processes.

17. 9. Who should have access to the security policy?

*Mark only one oval.*

- a. Business users
- b. IT staff
- c. Senior management
- d. Everyone

18. 10. Event management is a key operational process in the service operation lifecycle stage. What is the purpose of event management?

*Mark only one oval.*

- Event management detects events that are significant for the management of the service and ensures the appropriate
- Event management monitors the infrastructure of the IT services and guarantees that no outages occur in peak times of business usage.
- Event management manages failures in the infrastructure and ensures that services are restored to normal working as quickly as possible.
- Event management monitors the underlying causes of failures and ensures that changes are made to prevent further failures from taking place.

19. 11. How is the process of access management used in the service operation stage of the service lifecycle?

*Mark only one oval.*

- Access management is used to manage the security technology in the infrastructure.
- Access management is used to ensure the correct people are able to use the correct systems in the correct way.
- Access management is used to ensure the active directory entries are audited for accuracy.
- Access management is used to maintain security controls over the business environment.

20. 12. The release and deployment process covers a concept called early-life support. What is meant by early-life support?

*Mark only one oval.*

- Early-life support refers to the end of the project lifecycle and the management of the post-implementation project review.
- Early-life support refers to the handoff between service transition and service operation, ensuring support for the new or changed service in the initial stages of operation.
- Early-life support refers to the introduction of new processes into the operational environment, using service transition processes to ensure a complete integration of the new processes.
- Early-life support refers to the step in the release and deployment process where the project team deliver the documentation of the infrastructure to the service management team.

21. 13. Service operation includes which of the following activities?

*Mark only one oval.*

- Testing the service.
- Rolling out the service.
- Deciding whether to retire the service.
- Optimizing the service.

22. 14. Many processes from other lifecycle stages also take place during the operation stage. Which of the following processes does not fall into this category?

*Mark only one oval.*

- IT service continuity management.
- Availability management.
- Service level management.
- Design coordination.



23. 15. Which of the following is the correct list of functions described in ITIL?

*Mark only one oval.*

- Technical management function, facilities management function, service desk function.
- Infrastructure management function, desktop support function, application management function, service desk function.
- Technical management function, operations management function, application management function, service desk function.
- Infrastructure management function, service desk function, application development function.

24. 16. The service desk is not responsible for which of the following?

*Mark only one oval.*

- Providing a first point of contact.
- Resolving straightforward incidents.
- Preventing incidents from recurring.
- Providing updates to users.

25. 17. Problem management is an important process in the service operation lifecycle stage. How does the process define a problem?

*Mark only one oval.*

- A problem is an incident that has become extremely serious and is causing significant business impact.
- A problem is an issue that has no solution and needs to be raised to the senior management for a decision.
- A problem is the unknown underlying cause of one or more incidents.
- A problem is a set of incidents that have been linked together in a customer report.

26. 18. Which of the following is not a service desk structure described in ITIL?

*Mark only one oval.*

- Virtual.
- Matrix.
- Follow the sun.
- Local.

27. 19. Which of the following is NOT an objective of Service Operation?

*Mark only one oval.*

- Through testing, to ensure that services are designed to meet business needs.
- To deliver and support IT Services.
- To manage the technology used to deliver services.
- To monitor the performance of technology and processes.

28. 20. When should an incident be closed?

*Mark only one oval.*

- When the technical staff members are confident that it will not recur
- When desktop support staff members say that the incident is over
- When the user confirms that the service has been restored
- When the target resolution time is reached

29. 21. Which is the best description of an incident?

*Mark only one oval.*

- An event that has significance and impacts the service.
- An unplanned interruption to an IT service or reduction in the quality of an IT service.
- A fault that causes failures in the IT infrastructure.
- A user error.

30. 22. Incident management aims to restore normal service operation as quickly as possible. How is normal service operation defined?

*Mark only one oval.*

- It is the level of service that the user requires.
- It is the level of service that the technical management staff members say is reasonable.
- It is the level of service defined in the SLA.
- It is the level of service that IT believes is optimal.

31. 23. A service management tool has the ability to store templates for common incidents that define the steps to be taken to resolve the fault. What are these called?

*Mark only one oval.*

- Major incidents.
- Minor incidents.
- Incident models.
- Incident categories.

32. 24. Which incidents should be logged?

*Mark only one oval.*

- Major incidents.
- All incidents that resulted from a user contacting the service desk.
- Minor incidents.
- All incidents.

33. 25. What factors should be taken into consideration when assessing the priority of an incident?

*Mark only one oval.*

- Impact and cost
- Impact and urgency
- Urgency and severity
- Severity and cost

34. 26. Which statement is correct? A) ITIL® defines a 'problem' as a priority one problem B) ITIL® defines a 'problem' as the underlying cause of one or more incidents C) ITIL® defines an 'incident' as the underlying cause of one or more problems D) ITIL® defines a 'problem' as the underlying cause of one or more serious incidents which is service affecting

*Mark only one oval.*

- A.
- B.
- C.
- D.

35. 27. Which statement is true? A) Installing memory to fix a performance problem is the responsibility of Capacity Management. B) Problem Management is responsible for identifying the root cause of performance problems.

*Mark only one oval.*

- Only A is correct.
- Only B is correct.
- A and B are both correct.
- A and B are both incorrect.

36. 28. When closing a Problem record which of the following actions should be taken A) Close any related Incident records.B) Check that the Problem record contains a full historical record of all events which occurred.

*Mark only one oval.*

- Only A is correct.
- Only B is correct.
- A and B are both correct.
- A and B are both incorrect.

37. 29. The value of problem management includes: A) Coordinating Service Design B) Planning and supporting Service Transitions C) Reduced expenditure on workarounds or fixes that do not work D) Increased customer engagement

*Mark only one oval.*

- A
- B
- C
- D

38. 30. Which of these is the best description of the purpose of transition planning and support process?

*Mark only one oval.*

- To provide overall planning and coordination of resources for service transition
- To provide coordination for all change management activities
- To provide planning for all designs in the service lifecycle
- To provide planning for operational activities during release management

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