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Term End Examination 2023-2024

Programme – B.Sc.(ANCS)-Hons-2022

Course Name – Infrastructure Management Services

Course Code - BNCSC302

(Semester III)

Full Marks : 60

Time : 2:30 Hours

[The figure in the margin indicates full marks. Candidates are required to give their answers in their own words as far as practicable.]

Group-A

(Multiple Choice Type Question)

1 x 15=15

1. Choose the correct alternative from the following :

- (i) Which problem management support should we apply to the Service Desk activities?
- a) It resolves serious incidents for the Service Desk. b) It studies all incidents resolved by the Service Desk.
- c) It relieves the Service Desk by communicating the resolution directly to the user. d) It makes information on a Known Error available to the Service Desk.
- (ii) Recognize the best description of an incident.
- a) An event that has significance and impacts the service b) An unplanned interruption to an IT service or reduction in the quality of an IT service
- c) A fault that causes failures in the IT infrastructure d) A user error
- (iii) Which of these is the best description of the purpose of transition planning and support process?
- a) To provide overall planning and coordination of resources for service transition b) To provide coordination for all change management activities
- c) To provide planning for all designs in the service lifecycle d) To provide planning for operational activities during release management
- (iv) What is the purpose of the Service Desk Application?
- a) To manage customer requests b) To manage IT assets
- c) To manage IT projects d) None of the above
- (v) How would you recognise an IT service provider?
- a) An internal IT department b) An external outsourced IT department
- c) Either an internal IT department or an external IT department. d) A business unit.
- (vi) Which of these is not a recognized output document from the change management process?

- a) Change schedule
c) Remediation plan
- (vii) Which period should you predict in the case of an availability management plan?
a) For the next 24 hours
c) For the next month
- (viii) Identify the right option related to a service level agreement.
a) Utility
c) Change records
- (ix) Identify which of the following would not be part of a service level agreement.
a) Description of the service
c) Definition of business strategy
- (x) Identify the statements about asset management and configuration management is not true.
a) Asset management is concerned only with purchased items such as hardware and software.
c) Configuration management may include locations and documents.
- (xi) Identify the value of problem management that 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
a) A
c) C
- (xii) Determine which of the following you would NOT expect to see in an IT service continuity plan.
a) Contact lists
c) Reference to change control procedures
- (xiii) What is the difference between a Known Error and a Problem?
a) The underlying cause of a Known Error is known. The underlying cause of a Problem is not known
c) A Known Error always originates from an Incident. This is not always the case with a Problem
- (xiv) Define the purpose of event management.
a) Event management detects events that are significant for the management of the service and ensures the appropriate actions are taken.
c) Event management manages failures in the infrastructure and ensures that services are restored to normal working as quickly as possible.
- (xv) Identify two Service Management Processes for which you are most likely to use a risk analysis and management methodology.
a) Change & Cost Management
c) Incident & Change Management
- b) Project service outage
d) Configuration schedule
- b) For the next week
d) For the next 12 to 18 months
- b) Warranty
d) Configuration records
- b) Service hours
d) Service continuity arrangements
- b) Asset management considers the value of items, and configuration management considers the interdependencies between items.
d) Configuration management information is held in a database called the configuration repository.
- b) B
d) D
- b) The version number
d) Service Level Agreements
- b) A Known Error involves an error in the IT infrastructure. A Problem does not involve such an error.
d) With a Problem, the relevant Configuration Items have been identified. This is not the case with a Known Error.
- b) Event management monitors the infrastructure of the IT services and guarantees that no outages occur in peak times of business usage.
- b) Availability Management & IT Service Continuity Management
d) Service Level Management & IT Service Continuity Management

Group-B

(Short Answer Type Questions)

2. Write the five processes of service operation. (3)
3. How would you define known error database? (3)
4. How can you describe the activities related to SACM processes? (3)
5. Solve this problem: If the service is available but used only from 9 a.m. to 5 p.m., Monday to Friday (and these 40 hours are the service hours agreed in the SLA), then there will be the same one hour of downtime. Then, then what will be the availability? (3)
6. How would you summarise operational level management? (3)

OR

Is problem management always reactive? Justify the answer. (3)

Group-C

(Long Answer Type Questions)

5 x 6=30

7. How is the incident management process organised in ITIL? (5)
8. What is the purpose of Service Management? (5)
9. How do you define Service Asset? (5)
10. How can you describe Service Desk Management? (5)
11. How would you explain the scope of availability management? (5)
12. Compare and contrast different approaches to Capacity Management, including reactive, proactive, and predictive strategies, and evaluate their suitability for different organizational contexts. (5)

OR

How would you assess risks by implementing IT service continuity management? (5)
