UNIT-I CLOUD SERVICE MANAGEMENT FUNDAMENTALS

PART – A

1. Define Cloud.
2. What is meant by Cloud computing?
3. List out the main characteristics of cloud.
4. Name the service models available in cloud computing.
5. State Deployment model of Cloud Computing.
6. Give the advantages of cloud computing.
7. What is meant by cloud eco system?
8. What are the benefits of ITSM?
9. List out the core ITSM processes.
10. List out the main actors of the Cloud Ecosystem.
11. What are the main features of using continuous delivery?
12. What are the advantages of using PaaS?
13. What is meant by ITIL?
14. What is meant by DEVOPS?
15. List out the characteristics of IaaS.
16. Differentiate between private cloud and public cloud.

PART-B:

1. Explain in detail about the Cloud Ecosystem.
2. Describe the Characteristics of Cloud Computing.
3. Describe the concepts of perspective in cloud computing.
4. Explain in detail about the cloud service model.
5. Explain in detail about the deployment model.

UNIT-II-CLOUD SERVICES STRATEGY

PART-A:

1. What are the main phases of strategic plan in cloud computing?
2. List out the strategic life cycle in cloud computing.
3. What is meant by cloud policy?
4. Define Risk management.
5. List out the process of Risk Management.
6. Why we Need for Risk Management?
7. What is meant by Queueing Theory?
8. Define Change Management.
9. List out types of Risks in Cloud Computing:
10. List out the steps for planning.
11. Give the objectives of demand queuing.
12. What are the characteristics of cloud service capacity planning?
13. Differentiate demand and capacity matching.

PART-B

1. Explain in detail about the Cloud strategy.
2. Describe the concepts of Cloud Policy.
3. Explain the various concepts of Risk Management.
4. Explain in detail about the Queuing theory in Cloud System Management.
5. Explain in detail about the Change Management:
6. Describe the cloud service architecture.

UNIT-III CLOUD SERVICES MANAGEMENT

PART-A

1. Define Reference Model.
2. List out the function layers of cloud computing reference model.
3. What are the different stages of cloud computing life cycle?
4. Why we need a service catalog?
5. What is Benchmarking in the Cloud?
6. Define Cloud Migration:
7. What are the benefits of cloud migration?
8. Llist out the cloud migration deployment methods
9. Why we need cloud capacity planning?
10. What are the key components of cloud capacity planning?
11. Is cloud marketplace suitable for all types of clouds? Justify.
12. List out the advantages of cloud services design.
13. What is the right choice for dealing with legacy systems?
14. Does the service design catalogue contain networking options?
15. Name the steps in capacity planning.
16. Sketch the view of cloud services design.
17. Name the steps in capacity planning.
18. Is the cloud migration deployment model suitable for all types of deployment models? Justify.
19. Give the importance of cloud capacity management.
20. State the process flow in change management.
21. What is meant by capacity utilization and utilization rate formula?
22. List out the goals of capacity planners.
23. zxDefine baseline measurement and load metrices.
24. List the benefits of cloud migration.

PART-B:

1. Explain in detail about the cloud computing reference model.
2. Explain in detail about the Cloud Service Life Cycle:
3. Explain in detail about the Benchmarking in cloud computing.
4. Explain in detail about the Cloud migration deployment.
5. Descibe the concepts of cloud capacity planning

UNIT-IV CLOUD SERVICE ECONOMICS

PART-A

1. What are the types of pricing models in cloud computing?
2. Define Freemium.
3. What is meant by cost management?
4. What are the importance of cloud cost management?
5. Differentiate between Cloud Cost Management vs. Cloud Cost Optimization
6. Define CapEx :
7. List out the characteristics of CapEx expenditure:
8. What is OpEx in Cloud?
9. Write a short note on pay-per-use on model.

PART-B:

1. Explain in detail about the pricing models for cloud services.
2. Describe the concepts of Freemium.
3. Explain in detail about the cloud cost management.
4. Describe the cloud cost models.
5. Explain in detail about the Opex and capex.

UNIT-V: CLOUD SERVICE GOVERNANCE AND VALUE

PART-A:

1. What is meant by IT goverence?
2. Why is IT governance important?
3. What is corporate governance?
4. Define COBIT.
5. What Is Cloud Governance?
6. List out the Cloud Governance Benefits.
7. What are the steps needed to setting up a cloud Governance Framework?
8. What are the objectives for cloud security?
9. What are the principles of cloud governance model?
10. Define TCO.
11. Define Cloud zero.

PART-B:

1. Explain in detail about the IT Governance.
2. Describe the concepts of cloud governance.
3. Explain in detail about the TCO.