

THE KAVERY ENGINEERING COLLEGE*(An Autonomous Institution)***B.E/B.TECH DEGREE END SEMESTER THEORY EXAMINATIONS, NOV/DEC 2025****Sixth Semester****Computer Science and Engineering****CCS336 – Cloud Service Management****(Common to Information Technology)*****Regulations - 2021******Duration : 3 Hrs******Maximum : 100 Marks******PART – A (ANSWER ALL QUESTIONS) (Marks 10*2=20)***

<i>Q.No</i>	<i>Questions</i>	<i>BLT</i>	<i>CO</i>	<i>Marks</i>
1.	List any two essential characteristics of a cloud ecosystem.	L1	1	2
2.	Differentiate between Cloud Service Models and Cloud Deployment Models with one example each.	L2	1	2
3.	What are the key drivers for cloud adoption? List any two.	L1	2	2
4.	How does IT Capacity and Utilization impact cloud computing efficiency?	L2	2	2
5.	Define the Cloud Service Lifecycle and explain its significance in managing cloud services.	L2	3	2
6.	What is a Cloud Marketplace, and how does it benefit organizations in selecting cloud services?	L1	3	2
7.	Compare between pay per user and pay per reservation with an example.	L2	4	2
8.	List the various pricing models for cloud service.	L1	4	2
9.	How can a Cloud Governance Structure contribute to ensuring compliance and security in cloud operations?"	L2	5	2
10.	What do you mean by cloud service model risk matrix?	L1	5	2

PART – B (ANSWER ALL QUESTIONS) (Marks 5*16 = 80)

<i>Q.No</i>	<i>Questions</i>	<i>BLT</i>	<i>CO</i>	<i>Marks</i>
11.	a Describe the role of Information Technology Service Management (ITSM) in Cloud Service Management. How do ITSM principles help in managing cloud services effectively.	L2	1	16
	Or			
	b Explain the advantages and challenges of different Cloud Service Deployment Models (Public, Private, Hybrid, Community). How does a Hybrid Cloud model help balance security, scalability, and cost efficiency?	L2	1	16
12.	a How can an enterprise apply the Cloud Strategy Management Framework to optimize operations? Design a cloud policy that ensures efficient Demand and Capacity Matching while maintaining scalability and cost-effectiveness.	L3	2	16
	Or			
	b Discuss the role of Risk Management in cloud adoption. How can an organization implement an effective risk management strategy while adopting cloud services? Support your answer with real-world examples.	L3	2	16

13.	a	i	Explain the Cloud Service Reference Model and its components. How does it help in structuring and delivering cloud services?	L2	3	08
		ii	Describe the various phases of the Cloud Service Lifecycle. How do these phases contribute to effective cloud service management?	L2	3	08
	Or					
	b	i	Describe the process of Cloud Service Deployment and Migration. How do organizations ensure minimal disruption during the migration process?	L2	3	08
		ii	Discuss the role of Cloud Service Operations Management. How does effective operations management impact cloud service performance and customer satisfaction?	L2	3	08
14.	a		Analyze the advantages and disadvantages of the Freemium pricing model in cloud services. How does this model impact both the service provider and the user?	L4	4	16
	Or					
	b		Examine the impact of the Capex vs Opex shift in cloud adoption. What are the key considerations for businesses in terms of financial planning and decision-making when transitioning to the cloud.	L4	4	16
15.	a	i	Explain about cloud governance structure and its importance for an organization value.	L2	5	08
		ii	Discuss in detail about Cloud Service Model Risk Matrix with example.	L2	5	08
	Or					
	b	i	Describe the Balanced Scorecard approach and explain how it can be used to measure the performance of cloud services in an organization.	L2	5	08
		ii	Write in detail about measuring the value of cloud services with an example.	L2	5	08