

THE KAVERY ENGINEERING COLLEGE*(An Autonomous Institution)***B.E/B.TECH DEGREE END SEMESTER THEORY EXAMINATIONS, APRIL/MAY 2026***Sixth Semester**Computer Science and Engineering***CCS336- Cloud Service Management****(Common to Information Technology & Artificial Intelligence and Data Science)***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>BTL</i>	<i>CO</i>	<i>Marks</i>
1.	Define cloud service management.	L1	1	2
2.	List any two cloud service deployment models.	L1	1	2
3.	What is cloud strategy?	L1	2	2
4.	Describe two key drivers for cloud adoption.	L2	2	2
5.	What is cloud service lifecycle?	L1	3	2
6.	Mention any two components of cloud service operations management.	L2	3	2
7.	What is subscription-based charging in cloud services?	L1	4	2
8.	What is cloud cost model?	L1	4	2
9.	Define cloud governance.	L1	5	2
10.	What is Total Cost of Ownership (TCO)?	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 Explain the essential characteristics of cloud computing and cloud service models.	L2	1	16
	Or			
	b Describe cloud service management concepts and deployment models.	L2	1	16
12.	a Show the cloud strategy management framework with suitable examples.	L3	2	16
	Or			
	b Demonstrate demand and capacity management techniques in cloud services.	L3	2	16
13.	a Examine the cloud service lifecycle and its role in service design.	L4	3	16
	Or			
	b Analyze the cloud deployment and migration strategies with reference to legacy systems.	L4	3	16

14.	a	Examine different cloud pricing models and their effectiveness.	L4	4	16
		Or			
	b	Interpret the cloud cost models and the shift from Capex to Opex.	L4	4	16
15.	a	Assess cloud governance frameworks and their importance in organizations.	L5	5	16
		Or			
	b	Evaluate the value of cloud services using Balanced Scorecard and TCO.	L5	5	16