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Question Paper Code : 80464

B.E./B.Tech. DEGREE EXAMINATIONS, NOVEMBER/DECEMBER 2025

Fifth/Sixth/Seventh/Eighth Semester

Computer Science and Engineering

CCS 336 — CLOUD SERVICES MANAGEMENT

(Common to Computer Science and Design/ Computer Science and Engineering
(Artificial Intelligence and Machine Learning)/ Computer Science and Engineering
(Cyber Security)/Computer and Communication Engineering/Electrical and
Electronics Engineering/Electronics and Communication Engineering/Mechanical
Engineering/Artificial Intelligence and Data Science/ Computer Science and
Business Systems/Information Technology)

(Regulations 2021)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. What do you mean by cloud eco system?
2. List any two applications of Cloud Computing.
3. What is meant by Demand Queueing?
4. How will you assess the risk of cloud migration?
5. What is meant by Cloud Service Reference Model?
6. Define the term: Cloud Service Deployment and Migration.
7. How will you plan for cloud capacity management?
8. Compare between capex and opex.
9. What is Cloud Service Economics?
10. What do you mean by cloud service risk matrix?

PART B — (5 × 13 = 65 marks)

11. (a) Explain briefly the working principle of Cloud Service Deployment Model with neat diagram.

Or

- (b) Discuss the salient features of Cloud Service Management and services.

12. (a) Explain the working principle of Cloud Service Architecture with neat diagrams.

Or

- (b) (i) Compare between demand and capacity matching. (7)

- (ii) Describe in detail about Cloud Strategy Management Framework. (6)

13. (a) Explain the stages of the cloud service lifecycle and the key considerations associated with each stage. Provide examples of activities and decisions that occur during each stage, including planning, deployment, operation, optimization, and retirement. Additionally, discuss the importance of monitoring and evaluation throughout the lifecycle and how organizations can ensure the security, scalability, and efficiency of their cloud services at each stage.

Or

- (b) (i) Is it possible to Benchmark Cloud Services? Discuss with an illustrative example. (7)

- (ii) Outline the cloud deployment and migration plan for an organization. (6)

14. (a) Outline the steps in purchasing a cloud ecosystem that runs under subscription based charging.

Or

- (b) How will you create billing alerts for cloud computing services deployed in your organization?

15. (a) Discuss the steps in measuring the value of Cloud Services.

Or

- (b) With the help of a neat diagram. Explain the attributes of Cloud Governance Framework.

PART C — (1 × 15 = 15 marks)

16. (a) You've been tasked with deploying a cloud-based customer relationship management (CRM) system for a medium-sized company. Outline the key steps you would take to ensure a successful deployment of the CRM system on a cloud platform. Include considerations such as selecting the appropriate cloud service model, choosing a suitable cloud provider, configuring the system to meet the company's requirements, ensuring data migration and integration with existing systems, and implementing security measures to protect sensitive customer data. Additionally, discuss potential challenges that may arise during the deployment process and how you would address them to ensure a smooth transition to the cloud-based CRM solution.

Or

- (b) Compare and contrast the three main service models in cloud computing: Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS). Additionally, Explain how organizations can determine the most suitable service model based on their specific requirements and use cases.
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