



(Following Paper ID and Roll No. to be filled in your Answer Book)

PAPER ID : 0112

Roll No.

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## B.Tech

(SEM III) ODD SEMESTER THEORY EXAMINATION 2009-10  
IT INFRASTRUCTURE & ITS MANAGEMENT

Time : 3 Hours]

[Total Marks : 100

Note : Attempt all questions.

1 Attempt any four parts of the following :  $4 \times 5 = 20$

- (a) What is information technology ? What are its components ?
- (b) Distinguish between the following :
  - (i) Static RAM and Dynamic RAM
  - (ii) Magnetic tape and Magnetic disk.
- (c) What is software piracy and how it can be avoided ?
- (d) Write a short note on IT infrastructure library.
- (e) Describe the process of gathering user requirements.
- (f) What do you understand by IT service management ? How does it impact the business IT relationship ?



2 Attempt any **two** parts of the following : **2×10=20**

- (a) What is the importance of the following items to availability :
  - (i) Resilience
  - (ii) Serviceability.
- (b) How does OLA differ from the SLA ?
- (c) Discuss the benefits that can be expected from IT service management.
- (d) What are the goals and objectives of capacity management ?
- (e) Describe the various subprocesses of financial management.
- (f) Describe the various documents generated by service level management.

3 Attempt any **four** parts of the following : **4×5=20**

- (a) Define various types of service desks.
- (b) What are the objectives and benefits of configuration management ?
- (c) What are the various inputs, outputs and activities of incident management ?
- (d) Describe the problem control and error control processes in problem management.
- (e) What are the benefits of an efficient storage management ?
- (f) What do you mean by disaster recovery process ? Write down the various steps in disaster recovery process.

4 Attempt any **four** parts of the following : **4×5=20**

- (a) Why is the need for security policy felt in an organization ? What are the various components of security policy ?
- (b) What is firewall ? Discuss the various basic types of firewall.
- (c) Write short notes on the following :
  - (i) Identity Management
  - (ii) Access Management.

5 Write short notes on any **two** of the following : **2×10=20**

- (a) Computer Forensics
- (b) Cyber Crimes
- (c) Electronic Commerce.