

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

**PAPER ID : 0187**

Roll No.

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## B.Tech.

(SEM VIII) EVEN SEMESTER THEORY EXAMINATION,  
2009-2010

### IT INFRASTRUCTURE MANAGEMENT

Time : 3 Hours

Total Marks : 100

**Note :** (i) Attempt *ALL* questions.

(ii) All questions carry *equal* marks.

1. Attempt *any four* parts of the following : (4x5=20)

- What do you mean by IT infrastructure management ? Explain various objectives of IT infrastructure management.
- Define the various elements that make up IT infrastructure.
- Differentiate between mainframe computers and super computers.
- Discuss the various issues associated with complexity of today's computing environment.
- Why executive support is required for system management ?
- What is the meaning of "Total Cost of Ownership (TCO)" ? How TCO of any system is calculated ?

2. Attempt *any four* parts of the following : (4x5=20)
- (a) What are the basic requirements of good help desk ?
  - (b) How can you identify system components to manage ?
  - (c) Define basic responsibility of top management towards customer.
  - (d) What is ITIL ? "It is criticized on several points." Explain.
  - (e) Describe various models associated with IT system management.
  - (f) How are the various IT systems management processes related to each other ?
3. Attempt *any four* parts of the following : (4x5=20)
- (a) Why Service Level Management (SLM) is important for any organization ? Draw the process flow diagram of Service Level Management.
  - (b) What are the basic factors affecting SLM and how can we improve SLM ?
  - (c) Describe the various activities that make up the capacity management process ?
  - (d) How does availability management relate to other processes ?
  - (e) What are the benefits that we expect from IT service continuity management ?
  - (f) What are the primary reasons due to which many infrastructures fail at implementing an effective capacity planning ?

4. Attempt *any two* parts of the following : (2x10=20)
- (a) Explain the followings in reference to the configuration management :
    - (i) Objectives
    - (ii) Important participants
    - (iii) Planning
    - (iv) Identification
    - (v) Control
  - (b) Describe the process objectives and benefits of incident management. Also discuss the common issues associated with incident management.
  - (c) Describe problem management process ? What are the ways in which issues deserving of formal problem investigation can be identified ? Explain.
5. Write short notes on *any two* of the followings :
- (a) Common threats to networks and safeguards from threats (2x10=20)
  - (b) Data retention
  - (c) Backing up and archiving data

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