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B. Tech.

Third Semester Theory Examination, 2011-12

IT Infrastructure and Its Management

Time : 3 Hours]   *[Total Marks : 100*

Note : Attempt *all* questions as per directions given thereof. Be precise in your answer.

Section-A

1.   Attempt all the 10 parts. Each part carries 2 marks :

$$2 \times 10 = 20$$

(a)   Discuss the activities of an IT Infrastructure Management.

(b)   What are the current business demands ?

(c)   Discuss a brief summary of the Internet and its growth.

(d)   What are the advantages of an IT Infrastructure Management ?

(e) How do 2-tier and 3-tier client server architectures work?

(f) Explain the design process for the information systems.

(g) What do you mean by the terms "Depth Interview" and "Focus Groups"? Where are these terms used?

(h) Which models are used for design process of an IT system? Discuss any one in short.

(i) What is a service desk? Why do IT organizations require a service desk?

(j) List various sub-processes involved in service delivery process and service support process.

Section-B

2. Attempt all the 5 parts. Each part carries 6 marks.

$$6×5=30$$

(a) What are the factors to consider in designing IT organizations and IT infrastructure? Write in short on Service Management Process.

(b) What are the requirements of high availability? Illustrate the basic concepts of availability management and explain how is it related to other processes of ITIL.

(c) What are the benefits of change management? Write the common risks associated with IT changes. Also explain the functions of a CAB (Change Advisory Board).

(d) Explain Access Management and its activities in brief. Also discuss how is it related with security management.

(e) What do you understand by the term "Intellectual Property" in IT ethics ? Explain Computer Forensics and its significance.

Section-C

3. Attempt all the 5 parts. Each part caries 10 marks :

10×5=50

(a) What do you understand by ITIL ? What is its significance ? "ITIL has been criticized on several points". Explain in brief.

Or

What should an IT organization do to identify the customer's requirement in an IT system ? Write in short on IT System Management Process.

(b) Draw the Process Flow Diagram of Service Level Management (SLM) and discuss the factors affecting SLM. Also define the terms "Escalation Process" and "Escalation Thresholds".

Or

What are the tasks of IT Service Continuity Management ? Show its Process Flow and explain this management in brief.

(c) Explain Space Management and Hierarchical Space Management in brief. What are the advantages of these managements ?

Or

Why is a data backup important for a business ? Explain the following terms :

(i) Backup and Restore

(ii) Archive and Retrieve.

(d) What are the goals of security ? Define Intrusion Detection. Also explain the Security Information Management in brief.

Or

What do you know about computer and internet security ? Explain identity management and its activities in brief.

(e) Write short notes on any two of the following. Each note carries 5 marks :

(i) Cyber ethics and Cyber crime

(ii) Electronic commerce and Electronic data interchange

(iii) Smart cards and Expert systems.