

lib 18/12/12 GBTU  
(M)

(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 2012-13

**IT INFRASTRUCTURE AND ITS MANAGEMENT**

Time : 3 Hours

Total Marks : 100

Note :- Attempt all questions.

1. Attempt any **four** parts of the following :
  - (a) What is Data and Information ? State the difference between them.
  - (b) What is Information Technology ? What are its components ?
  - (c) What is Computer Network ? Describe different types of network.
  - (d) Write the differences between Dynamic RAM and Static RAM.
  - (e) Write a short note on ITIL.
  - (f) What are the various design issues in designing an IT infrastructure ?
2. Attempt any **four** parts of the following :
  - (a) Describe the various documents generated by SLM.

- (b) Describe the process of financial management.
- (c) Explain the concept of Service Management. What are its benefits ?
- (d) How the SLA help the SLM process ? Explain in brief.
- (e) With the help of diagram, explain the process of Capacity Management.
- (f) Explain how availability management is related to other processes of ITIL.

3. Attempt any **two** parts of the following :

- (a) Explain Incident Management. What are two types of escalation ? Explain them briefly.
- (b) What is benefit of having change management ? Show the relationship between incident management, problem management and change management.
- (c) Define and classify disasters. What is disaster recovery planning ? Write and explain the steps to test the disaster recovery plan.

4. Attempt any **two** parts of the following :

- (a) Define intrusion, intruders and intrusion detection. Also explain the different types of intrusion detection system.
- (b) Explain Information Security. What is the role of identity and access management in information security.
- (c) Why is the need for security policy felt in an organization ? What are the various components of security policy ?

5. Attempt any **four** parts of the following :

- (a) Explain e-commerce in brief.
- (b) Describe the essential goals of computer forensics.
- (c) Write and explain the issues involved in internet ethics.
- (d) What do you mean by 'cyber crime' ? How can they be prevented ?
- (e) Explain significance of using smart cards. Name the various operating systems used in the smart cards.