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

PAPER ID : 0187   Roll No. [　][　][　][　][　][　][　][　][　][　]

B. Tech.

(SEM. VIII) EXAMINATION, 2007-08

IT INFRASTRUCTURE MANAGEMENT

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

Note :   *Attempt **all** questions.*

1   Do any **four** of the following :   5×4=20
- (a)   Give a small brief of evolution of systems from mainframe to new age system.
- (b)   Write down major activities of infrastructure management.
- (c)   What are the major issues that IT world has to face to meet the demands of business organisation ?
- (d)   Explain 'Total Cost of Ownership' (TCO) and how TCO of any system is calculated ?
- (e)   What are the key hidden costs is an IT organisation ?
- (f)   Why executive support is required for system management ?

2   Do any **four** of the following :   5×4=20
- (a)   Define the factors considered in designing of IT organizations.
- (b)   What are the basic requirement of a good help desk ?

(c) How can we identify customer's requirements ?

(d) What is E-business system ? Define IBM patterns for E-business.

(e) What are the basic complexity of managed business system ?

(f) Write a short note on IT infrastructure library.

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

(a) Explain Budgetting, Accounting, Charging and Xporting in terms of financial management.

(b) With the help of diagram explain the process involved in capacity management.

(c) Illustrate the basic concept of availability management and how it is related to other process of ITIL.

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

(a) What is the benefit of having change management ? Show the relationship between incident management, problem management and change management.

(b) Explain the escalation process in incident management. What are the two different types of escalation ? Explain them briefly.

(c) Differentiate between local, centralized and virtual service desk using block diagrams.

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

(a) What are the different approaches to access management ? Explain each of them.

(b) Define intrustion detection. Explain the different types of intrusion detection systems.

(c) How can you say that data backup is important for a business ? What are the different types of backup ? Explain them.