



Printed Pages : 3

TIT - 802

(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) EXAMINATION, 2008-09

IT INFRASTRUCTURE MANAGEMENT

Time : 3 Hours]

[Total Marks : 100

- Note :** (1) Attempt all questions.
(2) Each question carries equal marks.

1 Attempt any **four** parts of the following :

- What is the need of IT infrastructure management?
- Write down the reasons that generated the need for a general-purpose computer.
- How does the s/360 impacted systems management?
- Write a short note on Y2K problem.
- Discuss the complexities of today's computing environment.
- How can you educate executives on the value of systems management?

2 Attempt any **two** parts of following :

- Discuss the factors to be considered in designing IT infrastructures.



- (b) How can you perform the following :
 - (i) Determine the customer's requirements
 - (ii) Identify system components to manage
- (c) Write a short note on ITIL.

3 Attempt any **four** parts of the following :

- (a) Why service level management is important for any organization? Write down the benefits of service level management?
- (b) Write down about the three main processes of financial management for an IT organization? Also discuss the scope of IT financial management?
- (c) What are the seven (R)s of High availability? Write few lines for each R.
- (d) What are the primary reasons due to which many infrastructures fail at implementing an effective capacity planning?
- (e) Discuss the major steps associated with implementing a sound capacity planning process?
- (f) Write a short note on IT services continuity management.

4 Attempt any **four** parts of the following :

- (a) Write down the basic activities of configuration management.
- (b) What do you understand by service desk? How does a service desk help any organization?



- (c) Distinguish among problem, change and request management.
- (d) What is the purpose of release management? Define the following :
 - (i) Full release
 - (ii) Delta release
- (e) What is the difference between the change management and change control.
- (f) Write a short note on change management.

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

- (a) What do you mean by information security? What is the role of identity management in information security?
- (b) What are the common threats to networks? How can you safeguard your networks from threats?
- (c) How can you find out the footprints left by an intruder on your computer system?
- (d) What is the most common type of data center disaster?
- (e) What is the difference between backing up data and archiving data?
- (f) Write a short note on "bare machine recovery" or "data retention"

