

(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) THEORY EXAMINATION 2010-11  
IT INFRASTRUCTURE MANAGEMENT**

*Time : 3 Hours*

*Total Marks : 100*

**Note :** Attempt **all** Questions. All questions carry equal marks.

1. Attempt any **four** parts of the following : (5×4=20)
  - (a) Briefly discuss about the Evolutions of computer system ?
  - (b) How stored program concepts and Von-Neumann architecture of computers are related ? What was its impact on developments of computers ?
  - (c) Explain client-server architecture in light of 2-tier and 3-tier client server architectures.
  - (d) What is super computing ? Explain with suitable example.
  - (e) Explain the following :
    - (i) High availability clusters.
    - (ii) High performance computing
    - (iii) Load balancing clusters.
  - (f) What is the meaning of Information Technology (IT) ? Also discuss the impact of information technologies in the society.

2. Attempt any **four** parts of the following : (5×4=20)
- (a) Define the term IT Infrastructure. What are the various components which are considered under IT Infrastructure ?
  - (b) Why it is necessary to have IT Infrastructure Management activity ? Discuss various challenges in IT Infrastructure Management.
  - (c) Explain Information Technology Infrastructure Library (ITIL) ? Discuss various process involved in ITIL ?
  - (d) Explain various sub-processes involved in service delivery process and service support process.
  - (e) Explain the following :
    - (a) People-Process-Technology Approach.
    - (b) Strategy-Tactics-Operations Approach
  - (f) Discuss any two design models :
    - (i) Business activities based model
    - (ii) Management activities based model
    - (iii) Hybrid models.
3. Attempt any **two** parts of the following : (10×2=20)
- (a) (i) What are the objectives of the service level management ? How does it helps service level management processes ?
  - (ii) Discuss the following approaches of service level management processes :
    - (1) Linear Approach
    - (2) Cyclic Approach

- (b) (i) What are the important cost factors involved in the implementation of service level management in an organization ?
- (ii) Define time value of money. What is its role in project investment appraisal activity ?
- (c) (i) What is capacity management ? What are the advantages and Disadvantages of capacity management.
- (ii) Discuss the relationship of availability management with the capacity management and IT service continuity management.

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

- (a) What are the main functions of configuration management ? How does it help in providing better services to customers ?
- (b) Discuss problem management. What are the various steps involved in problem management process ?
- (c) There is a close relationship among change management, configuration management and release management. Justify.

5. Attempt any **two** parts of the following : (10×2=20)

- (a) Explain the activities involved in DRP (Disaster Recovery Plan) ? Give various methods of testing DRP.

- (b) Describe different types of Malicious codes. Are they really harmful to the computers ? Comment.
- (c) What is the Virus ? How do you identify whether your system or some files are affected with the virus ? How do you characterize the type of Virus ?