Printed Pages : 3

TIT – 802

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

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

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 :

(a)   What is the need of IT infrastucture management?

(b)   Write down the reasons that generated the need for a general-purpose computer.

(c)   How does the s/360 impacted systems management?

(d)   Write a short note on Y2K problem.

(e)   Discuss the complexities of todya's computing environment.

(f)   How can you educate executives on the value of systems management?

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

(a)   Discuss the factors to be considered in designing IT infrastructures.

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(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 Attmept 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 your 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"