



Printed Pages : 2

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, 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**
- Give a small brief of evolution of systems from mainframe to new age system.
  - Write down major activities of infrastructure management.
  - What are the major issues that IT world has to face to meet the demands of business organisation ?
  - Explain 'Total Cost of Ownership' (TCO) and how TCO of any system is calculated ?
  - What are the key hidden costs is an IT organisation ?
  - Why executive support is required for system management ?
- 2 Do any **four** of the following : **5×4=20**
- Define the factors considered in designing of IT organizations.
  - What are the basic requirement of a good help desk ?

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- (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 intrusion 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.

