

(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)
- Briefly discuss about the Evolutions of computer system ?
  - How stored program concepts and Von-Neumann architecture of computers are related ? What was its impact on developments of computers ?
  - Explain client-server architecture in light of 2-tier and 3-tier client server architectures.
  - What is super computing ? Explain with suitable example.
  - Explain the following :
    - High availability clusters.
    - High performance computing
    - Load balancing clusters.
  - 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)
- Define the term IT Infrastructure. What are the various components which are considered under IT Infrastructure ?
  - Why it is necessary to have IT Infrastructure Management activity ? Discuss various challenges in IT Infrastructure Management.
  - Explain Information Technology Infrastructure Library (ITIL) ? Discuss various process involved in ITIL ?
  - Explain various sub-processes involved in service delivery process and service support process.
  - Explain the following :
    - People-Process-Technology Approach.
    - Strategy-Tactics-Operations Approach
  - Discuss any two design models :
    - Business activities based model
    - Management activities based model
    - Hybrid models.
3. Attempt any **two** parts of the following : (10×2=20)
- What are the objectives of the service level management ? How does it helps service level management processes ?
    - Discuss the following approaches of service level management processes :
      - Linear Approach
      - 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 ? <https://www.aktuonline.com>
- (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 ?