⊙ SRM

FACULTY OF ENGINEERING & TECHNOLOGY
SRM INSTITUTE OF SCIENCE AND TECHNOLOGY
DEPARMENT OF INFORMATION TECHNOLOGY

REG NO																	

CYCLE TEST – II / QUESTION PAPER
ACADEMIC YEAR 2018-2019 / ODD

SET - C

Program: B.Tech　　　　　　　　　　　　　　　　　Year / Semester: IV / VII
Max.Mark: 50　　　　　　　　　　　　　　　　　　　Duration: 90 mins
Course Code & Title: 15IT413 – IT Infrastructure Management　　Date of Exam: 19.08.18
Batch: 02　　　　　　　　　　　　　　　　　　　　　Time: 12.30PM-2.15PM

PART – A

Answer ANY FIVE of the following　　　　　　　　　　**5X4marks =20marks**

1. What are two popular methods used for budget preparation?
2. What are the main problem that occur while implementing configuration management function?
3. What are the difference in the job responsibilities of project manager and release manager?
4. What are main cost components incurred in implementation of release management?
5. Explain the process activities of storage management.
6. What are activities involved in Disaster Recovery Plan?
7. What are biometric applications?

PART - B

Answer the following　　　　　　　　　　　　　　**2X15marks = 30Marks**

1. Explain the process involved in Availability management for IT organization.

   OR

   Explain how incident management is related with service delivery and service support process.

2. Explain the storage hierarchy in detail.

   OR

   Explain the BMR and Data retention in detail.