



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

REG NO

CYCLE TEST - III / QUESTION PAPER
ACADEMIC YEAR 2018-2019 / ODD

SET - B

Program: B.Tech

Max.Mark: 50

Course Code & Title: 15IT413 – IT Infrastructure Management

Batch: 02

Year / Semester: IV / VII

Duration: 100 mins

Date of Exam: 23.10.18

Time: 1.00 pm -2.40 pm

PART - A

ANSWER ANY FIVE OF THE FOLLOWING

5X4marks =20marks

1. List out the five major resources which are applicable to performance and tuning process
2. Explain in brief about P&T process owner and their role
3. What is the issues related to desktop environment?
4. What is striping? Mention its uses.
5. Write down the benefits of Network asset management system
6. List the Main Elements of E-commerce.
7. Conceptually, What Went Wrong in Tycq case?

PART - B

ANSWER THE FOLLOWING

2X15marks = 30Marks

1. A. Explain in detail about process owner with their characteristics, role and relation with P&T process.

OR

B. With an example clearly explain assessment of P&T process.

2. A. Explain Business Process Outsourcing (BPO) Infrastructure Planning and Management for any one service.

OR

B. Write in detail about the WorldCom Corporate Fraud