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B.Tech. DEGREE EXAMINATION, NOVEMBER 2018
3rd to 7th Semester

15IT413 – IT INFRASTRUCTURE MANAGEMENT
(For the candidates admitted during the academic year 2015-2016 to 2017-2018)

Note:

- (i) **Part - A** should be answered in OMR sheet within first 45 minutes and OMR sheet should be handed over to hall invigilator at the end of 45th minute.
- (ii) **Part - B** and **Part - C** should be answered in answer booklet.

Time: Three Hours

Max. Marks: 100

PART – A (20 × 1 = 20 Marks)

Answer ALL Questions

1. Which process or function is responsible for monitoring activities and events in the infrastructure?
(A) Service level management (B) It operations management
(C) Capacity management (D) Incident management
2. _____ is a business system model that combines both business processes and IT management processes.
(A) Hybrid model (B) Management based model
(C) Business based model (D) Process model
3. In strategy-tactics-operation approach long term objective of an organization are management at _____ level.
(A) Tactics (B) Operations
(C) Strategy (D) Process
4. The process that identifies the business drivers that lead to the development of a re-engineering strategy is
(A) Structure model assessment (B) Organization readiness
(C) Business impact assessment (D) Business driver assessment
5. Which process includes business, service and component sub-processes?
(A) Capacity management (B) Incident management
(C) Service level management (D) Financial management
6. What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management?
(A) Employers (B) Stakeholders
(C) Regulators (D) Accreditors
7. Which process is responsible for discussing reports with customers showing whether services have met their targets?
(A) Continual service improvement (B) Change management
(C) Service level management (D) Availability management

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8. Availability management is directly responsible for the availability of which of the following?
 - (A) IT services and components
 - (B) IT services and business processes
 - (C) Components and business processes
 - (D) IT services, components and business processes
9. Which process is responsible for the availability, confidentiality and integrity of data?
 - (A) Service catalogue management
 - (B) Service asset and configuration management
 - (C) Change management
 - (D) Information security management
10. This is policy based management of file backup and archiving in a way that uses storage devices economically without user aware when files are retrieved?
 - (A) Distributed storage management
 - (B) Content management system
 - (C) Spend management
 - (D) Hierarchical storage management
11. _____ is the ability to recover the operating system of a machine to the identical state that it was in at a given point in time.
 - (A) Bare machine recovery
 - (B) Data retention
 - (C) Disaster recovery
 - (D) Restore management
12. The _____ system responds to the suspicious activity by logging off a user or reprogramming the firewall to block network from suspected malicious source
 - (A) Reactive detection system
 - (B) Passive detection system
 - (C) Hybrid intrusion system
 - (D) Host based system
13. Which of the following has a less direct effect on the performance of desktop computers?
 - (A) Diagnostic tools
 - (B) Processors
 - (C) Memory
 - (D) Disk storage space
14. Which of the following protects the integrity of a record of data by making it inaccessible to unauthorized users?
 - (A) Keys
 - (B) Indexes
 - (C) Locks
 - (D) Access pattern
15. _____ occurs when the amount of data needing to be written exceeds the amount or original contiguous disk space allocated
 - (A) Extents
 - (B) Fragmentation
 - (C) Replication
 - (D) Overflow
16. Where is the optimal location for the placement of table file?
 - (A) Main memory of server
 - (B) Network Attached Storage (NAS) device
 - (C) Chace memory of server
 - (D) Logical volume groups
17. _____ are the set values an individual uses to influence and guide his or her business behavior
 - (A) Ethical law
 - (B) Business ethics
 - (C) Personal ethics
 - (D) Legislation

18. _____ is software that controls user access to the content stored on E-commerce infrastructure.
- (A) Middleware (B) API
(C) Text analytics (D) Content management systems
19. Sarbanes-Oxley act was passed by the government after the scandal
- (A) WorldCom scandal (B) Enron case scandal
(C) Asset network corporation case (D) Radio shack case
20. _____ devices split the work to be done so that it is evenly distributed among E-commerce infrastructure.
- (A) Proxy servers (B) Load balancers
(C) Firewalls (D) Servers

PART – B (5 × 4 = 20 Marks)
Answer ANY FIVE Questions

21. What is IT infrastructure? What are the various components of IT infrastructure management?
22. List out the advantages of release management.
23. State the term payback period used in cost benefit analysis of financial management.
24. Define disaster recovery. What are the different classifications of disaster?
25. Mention the benefits of bare machine recovery.
26. Define performance and tuning and list the five infrastructure area most impacted by performance and tuning.
27. What are the lessons we can learnt from WorldCom case?

PART – C (5 × 12 = 60 Marks)
Answer ALL Questions

28. a.i. Describe the challenges in IT infrastructure management. (8 Marks)
- ii. With suitable example brief about people process technology approach of IT system management. (4 Marks)

(OR)

- b. What is ITIL? Elaborate the various process involve in ITIL.
29. a. Explain in detail about the following approaches of service level management
- (i) Linear approach
(ii) Cyclic approach

(OR)

- b. Classify the four important processes involved in the implementation of IT service continuity management.

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30. a.i. Identify the different terminologies that are required to understand the principle of access management. (8 Marks)

ii. Give the different between smart token and memory token. (4 Marks)

(OR)

b. What is intrusion detection system? Discuss in detail about the types of Intrusion Detection System.

31. a. With suitable example explain how the performance and tuning process applies to the following resource environment found within typical infrastructure.

- (i) Disk storage environment
- (ii) Network environment

(OR)

b.i. State the differences between the performance and tuning process, and other infrastructure process.

ii. How will you measure and streamline the performance and tuning process?

32. a. Illustrate the unethical business practices that occurred in Enron case.

(OR)

b. Discuss in detail about Business Process Outsourcing (BPO) Infrastructure and Management.

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