(Following Paper ID and Roll No. to be filled in your Answer Book)

PAPER ID : 0112 Roll No.

B.Tech.

(SEM. III) ODD SEMESTER THEORY EXAMINATION 2013-14

IT INFRASTRUCTURE AND ITS MANAGEMENT

Time : 3 Hours *Total Marks : 100*

Note :– (i) Attempt **all** questions.

(ii) All questions carry equal marks.

1. Attempt any **two** parts of the following : **(10×2=20)**

(a) What do you understand by Information Technology Infrastructure ? Describe the design issues of Information Technology Infrastructure in an organization.

(b) What are the goals of Information Technology Service Management Process ? Describe.

(c) Explain the following :

(i) Computer network

(ii) Internet

(iii) Operating system.

2. Attempt any **two** parts of the following : **(10×2=20)**

(a) Describe the iterative process of Capacity Management. Write the major advantages of Capacity Management and the cost associated with it.

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(b) What do you understand by Service Delivery Process ? Discuss Service Level Management in brief.

(c) What do you understand by the term Availability Management ? How is it related to other processes ?

3. Attempt any **two** parts of the following **(10×2=20)**

(a) Explain the escalation process in Incident Management. Explain in brief the two different types of escalations.

(b) Explain the benefit of having Change Management ? Show the relationship between Incident, Change and Problem Management.

(c) How can you say that backup is important for business ? What are the different types of backup ? Explain them.

4. Attempt any **two** parts of the following : **(10×2=20)**

(a) Discuss the digital signature creation and verification procedures. What is the role of hash function in digital signature ?

(b) Explain Intrusion Detection and Access Management.

(c) What do you understand by information security ? What is the role of identity management in information security ?

5. Attempt any **two** parts of the following : **(10×2=20)**

(a) Write short notes on :

(i) Electronic Data Interchange (EDI)

(ii) Cyber Ethics.

(b) Explain the concept of Intellectual Property Rights in detail.

(c) Describe the concept of smart card and first generation (1G) mobile standards.

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