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

PAPER ID : 110304

Roll No. | | | | | | | | | | |

B. Tech.

(SEM. III) (ODD SEM.) THEORY EXAMINATION, 2014-15

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 four parts of the followings : **5×4=20**

(a) What is Information Technology? Write its applications and advantages.

(b) What do you understand by software and hardware? Also discuss their types.

(c) Explain Internet, Extranet and Intranet. Also define LAN, MAN, WAN.

(d) Discuss the various issues that are to be considered while designing IT infrastructure.

(e) Write short notes on IT Infrastructure Library (ITIL).

(f) What is IT service management?

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2 Attempt any four parts of the followings : **5×4=20**

(a) Discuss the components of service delivery process.

(b) Illustrate the basic concept of availability management.

(c) Why service level management is important for any organization? Write down the benefits of service level management.

(d) Discuss the sub processes of financial management for IT services.

(e) Explain the process capacity management with the help of diagram.

(f) What are the critical success factors and various performance indicators of capacity management?

3 Attempt any two parts of the followings : **10×2=20**

(a) What is the benefit of having change management? Show the relationship between, incident, change and problem management.

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

(c) What do you understand by computer storage? Explain storage hierarchy and characteristics of storage.

4 Attempt any tw parts of the followings : **10×2=20**

(a) What do u understand by information security? W t is the role of access management in informa n security?

(b) Define In sion Detection and Intrusion Prevention lso define the different types of Intrusion I ection Systems.

(c) Discuss th common threats to the network and explai he various security services in detail.

5 Attempt any tw arts of the followings : **10×2=20**

(a) What do y understand by the cyber ethics? Discuss the hical issues in I.T. Also list the various eth l conducts.

(b) Writes not on :
(i) Cybe w and intellectual property law.
(ii) Ecom rce and its types

(c) Explain the chitecture of mobile network in detail.

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