

Total No. of Questions : 8]

SEAT No. :

P4141

[4860] - 347

[Total No. of Pages : 2

M.E. (Computer)

**b : INFRASTRUCTURE MANAGEMENT
(2008 Pattern) (Semester - II) (Elective - IV) (510112)**

Time : 3 Hours]

[Max. Marks : 100

Instructions to the candidates:

- 1) Solve Any Three Questions from each section.*
- 2) Answers to each section must be written on separate sheets.*
- 3) Figures to the right indicate full marks.*

SECTION - I

- Q1)** a) What do you mean by Infrastructure Management? Explain how growth of internet has affected the infrastructure of an organization. **[8]**
- b) What is the complexity of today's computing environment? Explain how these complexities are affecting the infrastructure of an organization. **[8]**
- Q2)** a) What constitutes customer requirements? Explain the effects of identifying customer requirements on the infrastructure of organization. **[8]**
- b) Explain in brief the factors to be considered in designing IT infrastructure and IT organization. **[8]**
- Q3)** a) What are the fundamental decisions for Financial Management, as highlighted by ITIL? **[8]**
- b) What are the activities of Service Level Management? Explain in detail. **[8]**
- Q4)** Write short Note on Any Three: **[18]**
- a) ITIL.
 - b) Sub-Processes of Capacity Management.
 - c) Reactive and Proactive activities in Availability Management.
 - d) System Management.

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SECTION - II

- Q5)** a) Explain the Four Layers of Configuration Management System, with the help of a schematic. [8]
b) Explain the Life cycle of IT Service Continuity Management. [8]
- Q6)** a) With the help of a block diagram, explain the scope of Change Management. [8]
b) Explain how incident management interfaces with other management processes. [8]
- Q7)** a) Explain following with respect to problem management process: [8]
i) Objective
ii) Scope
iii) Value for business
iv) Know-error and work around
b) What is LDAP? Explain LDAP data interchange format. [8]
- Q8)** Write short notes on Any Three: [18]
a) Data Retention.
b) Service Desk.
c) Storage Management.
d) Firewall.

