

Total No. of Questions : 8]

SEAT No. :

P4007

[Total No. of Pages : 2

[4760]-411

M.E. (Computer)

INFRASTRUCTURE MANAGEMENT

(2008 Pattern) (Elective - IV)

Time : 3 Hours]

[Max. Marks : 100

Instructions to the candidates:

- 1) Solve any *THREE* questions from each section.
- 2) Answers to each section should be written on separate sheet.
- 3) Figures to the right side indicate full marks.

SECTION - I

- Q1)** a) Define System Management. Explain in detail how the growth of internet has affected the system management. [8]
b) Discuss the complexity of today's computing environment. [8]
- Q2)** a) How to determine the customer requirements? Explain the effect of customer requirement on the infrastructure management. [8]
b) Identify some benefits and possible problems of using IT Service Management best practices. [8]
- Q3)** a) Explain activities, methods & techniques in Financial management. [8]
b) Explain following items in brief with respect to Availability Management [4]
i) Input & Output
ii) Critical success factors & Risks
c) Explain [6]
i) Objectives
ii) Scope
iii) Business value of capacity management process.
- Q4)** Write Short notes on ANY TWO : [16]
a) Current business demands
b) Service level Management
c) Information Technology Infrastructure Library (ITIL)

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SECTION - II

- Q5)** a) What are the activities, methods and techniques in Incident management process. Provide incident management diagram. [12]
b) In problem management many problem analysis, diagnosis and solution techniques are available. Explain following techniques in detail. [6]
i) Brainstroming
ii) Ishikawa diagrams
iii) Pareto analysis
- Q6)** a) With the help of a diagram (workflow) explain the interface of change management process with configuration management. [8]
b) Enlist following items in the context of release management [8]
i) Inputs & Outputs
ii) Metrics
iii) Challenges for implementation
iv) Critical success factors and Risks
- Q7)** a) What is LDAP? Explain the LDAP data interchange format. [8]
b) What do you mean by intrusion? What is the impact of these intrusions on infrastructure of an organization? Explain how a firewall can help to prevent the intrusion. [8]
- Q8)** Write short notes on : [16]
a) Service level Agreements
b) Space management
c) Service Desk
d) NAS & SAN

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