

[5155]-27

M.E. (Computer Engineering) (Semester - II)
INFRASTRUCTURE MANAGEMENT (Elective - IV)
(2008 Pattern)

Time : 3 Hours]

[Max. Marks : 100

Instructions to the candidates:

- 1) Answer any 3 questions from each section.*
- 2) Answers to the two sections should be written in separate books.*
- 3) Neat diagrams must be drawn wherever necessary.*
- 4) Figures to the right indicate full marks.*
- 5) Assume suitable data, if necessary.*

SECTION - I

- Q1)** a) What are the current business demands and IT systems issues? [6]
b) Discuss on complexity of today's computing environment. [4]
c) Define System Management. Explain in detail how the growth of Internet has affected the system management. [8]
- Q2)** a) Write short note on IT services availability management. [6]
b) How to determine the customer requirements? Explain the effect of Customer requirement on the infrastructure management. [10]
- Q3)** a) Explain following items in brief with respect to Availability Management [4]
i) Input & Output
ii) Critical success factors & Risks
b) What are the Factors to be considered in designing IT organizations and IT infrastructure? [6]
c) Explain IT Services in Continuity Management Process. [6]

- Q4)** a) Explain benefits of Finance Management. [4]
b) Define the key decisions for Financial Management. [4]
c) Enlist and explain ITIL service delivery processes. [8]

SECTION - II

- Q5)** a) Explain the steps in incident management process. [8]
b) What is configuration management? Why should Implement Configuration Management? [8]
- Q6)** a) What is a Service Desk.why it is important? [8]
b) What are the differences between incident management and problem management? [4]
c) Explain objectives of availability Management [4]
- Q7)** a) What is incident management? Implement incident management with flowchart? [10]
b) Define Release Management Policies. [6]
- Q8)** a) What are the important challenges in storage virtualization? Explain in detail different types of storage virtualization. [8]
b) What are the components of NAS? What are the mechanisms for implementation of NAS? Explain in detail how connectivity is established for the different mechanisms. [10]

