

Seat No: _____

Enrollment No: _____

PARUL UNIVERSITY
FACULTY OF IT & COMPUTER SCIENCE
BCA/PICA
BCA/IMCA 2018-19 Mid Semester Examination

Semester: 5th
Subject Code: 05301302
Subject Name: IT Infrastructure Management

Date: 05/09/18
Time: 1:30- 3:30
Total Marks: 40

Instructions:

1. Figures to the right indicate full marks.
2. Make suitable assumptions wherever necessary.

Q.1 Answer the following.

[10]

(a) Short Questions

[3]

- 1) What is ITIM?
- 2) Which ITIL process ensures that the organization is aware of new and changing technology?
- 3) Which ITIL process helps to monitor the IT services by maintaining a logical model of IT Infrastructure and IT Services?

(b) MCQs (7 questions of 1 mark each)

[7]

1. Which process is responsible for ensuring that the CMDB has been updated correctly?
A. Change Management B. Problem Management
C. Configuration Management D. Release Management
2. For which of the following activities is the Service Desk NOT responsible?
A. Impact analysis B. Root cause identification
C. Categorization and prioritization D. Escalation
3. Which of the following is NOT a Problem Management responsibility?
A. Ownership of an incident throughout its lifecycle
B. Investigation & Diagnosis
C. Raising Requests for Change
D. Maintenance of a known error database
4. A remote site has recently had its network upgraded. The users are now complaining of slow responses and have heard that this is due to problems with capacity. Who should they contact for assistance?
A. Network Management B. The Service Desk
C. Capacity Management D. Problem Management

5. A serious incident has occurred. The assigned solution team is unable to resolve this incident within the agreed time. The Incident Manager is called in. Which form of escalation describes the above sequence of events?

- A. Formal escalation
- B. Functional escalation
- C. Hierarchical escalation
- D. Operational escalation

6. A user complains to the Service Desk that an error continually occurs when using a specific application. This causes the connection with the network to be broken. Which ITIL process is responsible for tracing the cause?

- A. Availability Management
- B. Incident Management
- C. Problem Management
- D. Release Management

7. WAN stands for

- A. Warp Area Network
- B. Wide Area Network
- C. Wide Array Net
- D. Wireless Area Network

Q.2 Answer the following.

[10]

(a) 1) What is IT Infrastructure? What are the key objectives of IT infrastructure management? [4]

2) Explain service desk and its types.

(b) **Answer the following**

[6]

1) What do you mean by Incident Status? Explain various statuses of incident management life cycle.

2) List and explain various benefits and activities of Availability Management. Explain Return on Investment and Payback Period.

Q.3 Attempt any TWO.

[10]

1 What are the types of Release? Explain the scope of Release Management. [5]

2 Explain Problem Management Process. [5]

3 Explain Seven R's of Availability Management. [5]

Q.4 Answer the following.

[10]

(a) What is Escalation? Explain the types of Escalation. [5]

(b) Draw and explain the Implementation of Capacity Management. [5]

OR

(b) List Computing Resources. Explain any two Computing Resources in detail. [5]

*****ALL THE BEST*****