Semester: 5 **Date: 27/11/2019**
Subject Code: 05101302/05301302 **Time: 10:30am to 01:00pm**
Subject Name: IT Infrastructure Management **Total Marks: 60**

Instructions:
1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Make suitable assumptions wherever necessary.
4. Start new question on new page.

Q.1 **Answer the followings.**

A. **Do as directed** **(05)**
1. Define ITIM.
2. What is ITIL?
3. Define Cyber Ethics.
4. Define Incident Management.
5. Define Cloud Computing.

B. **Do as directed.** **(10)**
1. Back up of those files which have changes after the last full back up.
   A. Backup
   B. Full Backup
   C. Differential Backup
   D. Incremental Backup
2. What is a central device in star topology?
   A. STP Server
   B. Switch
   C. Hub
   D. Router
3. SDP stands for _____.
   A. System Design Package
   B. System Design Process
   C. Service Design Package
   D. None of this
4. IT Stands for _____.
   A. Interactive Technology
   B. Internet Technology
   C. Information Technology
   D. Interactive Terminator
5. In _____ topology network Only 1 cable handles the whole network devices.
   A. Mesh
   B. Bus
   C. Star
   D. Ring
6. The _____ generation computers used Vacuum Tubes for circuitry and Magnetic Drums for memory.
   A. First
   B. Second
   C. Third
   D. None of this
7. For which of the following activities is the Problem Management is responsible?

A. Impact analysis
B. Root cause identification
C. Categorization and prioritization
D. Escalation

8. RFC is known as _____.
    A. Request for Change
    B. Request for Creation
    C. Request for Customer
    D. None

9. Internet Security includes
    A. Browsing the Internet
    B. E-Commerce
    C. Social Networking
    D. All of these

10. ITIM stands for _____.
    A. Information Technology Infrastructure Management
    B. Information Tools Infrastructure Management
    C. Interactive Technology Infrastructure Management
    D. None of these

Q.2 Attempt any five. (3 Marks Questions)   **(15)**

1. What is Security? List goals of Security Management.
2. What is Change Management? List issues related to Change Management.
3. What is Service delivery process? List components of it.
4. Brief about PAPA of IT Ethics.
5. What is Information Technology Service Management? List components of ITIM.
6. Brief various status of Incident Management.

Q.3 Attempt any three. (5 Marks Questions)   **(15)**

1. What is Configuration Management? Explain tasks of Configuration Management.
2. List stages of ITIL. Explain any two of them.
3. What is financial Management? Explain sub-process of FM.
4. Write a note on Expert System.

Q.4 Answer the following in detail.

A. What is Storage Management? Discuss the use of Storage Management.   **(5)**

B.(1) Explain any five areas of IT.   **(5)**

B.(2) What is network? Explain types of networks in detail.   **(5)**

OR

B.(1) Explain issues related to ITIM.   **(5)**

B.(2) Explain Identity Architecture with diagram.   **(5)**