PARUL UNIVERSITY
FACULTY OF IT & COMPUTER SCIENCE
BCA/IMCA Winter 2018-19 Examination

Semester: 5   **Date:24/10/2018**
Subject Code: 05101302   **Time: 02:00pm to 04:00pm**
Subject Name: IT Infrastructure and 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.   Write short notes.   (05 Marks)
       1. Cyber Stalking
       2. Denial-of-Service

  B.   Multiple choice type questions. (Each of 01 Marks)   (10 Marks)
       1. 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.
              a) Formal Escalation   b) Functional Escalation
              c) Hierarchical Escalation   d) Operational Escalation

       2. How does problem management support the Service Desk Activities?
              a) It resolves serious incident for the Service Desk
              b) It studies all incidents resolved by the Service Desk
              c) It relives the Service Desk by communicating the resolution directly to the user
              d) It makes information on a known error available to the Service Desk

       3. What is the description of the term confidentiality as part of the Security Management
       process?
              a) Protection of the data against unauthorized access and use
              b) Ability to access data at any moment
              c) The capacity to verify that the data is correct
              d) The correctness of the data

       4. Which of the following describe the goal of Service Level Management?
              a) To maintain and improve It service quality in line with business requirement
              b) To provide IT services at the lowest possible cost by agreeing with
                 customers their minimum requirements for service availability and ensuring
                 performance does not exceed these targets.
              c) To provide the highest possible level of service to customers
                 and continuously improve on this through ensuring all services operate
                 at maximum availability.
              d) To ensure that IT delivers the same standard of service at the least cost

5. Which of these best describe the purpose of Capacity Management?
    a) To reduce cost and performance levels to a minimum
    b) To ensure that there is always sufficient capacity available to meet
       all customer demands
    c) To ensure that business demands are affordable and achievable
    d) To provide cost-effective IT capacity to meet agreed service levels

6. Backup of the source data can be created
    a) On the same device   b) On another device
    c) At some other location   d) All the above

7. Disaster recovery planning is a subset of a larger process known as _____
continuity planning
    a) Disaster   b) Business
    d) Crime   d) None

8. Cryptography ensures that the information is correct and complete.
    a) True   b) False

9. What is the description of the term confidentiality as part of the
   Security Management process?
    a) Protection of the data against unauthorized access and use
    b) Ability to access data at any time
    c) The capacity to verify that the data is correct
    d) The correctness of the data

10. Intrusion Detection is the act of detecting actions that attempt to compromise the
    a) Confidentiality   b) Integrity
    c) Availability   d) All of these

Q.2   Answer the followings.   (15 Marks)
    1. Explain IT Service Management Process.
    2. Explain the benefits of Service Level Management. List out the cost
       involved in Service Level Management.
    3. Explain Space Management.
    4. Explain Security? Why Security Management is necessary in ITIM?
    5. Explain Identity Management and Access Management in ITIM.

Q.3   Answer the following. (Any Three)   (15 Marks)
    1. What is BMR, Data Retention, Data Ingest and Data Management? Give critical
       factors for BMR Software.
    2. Explain Database and Application Protection in ITIM.
    3. Explain Intrusion Detection in detail.
    4. Mention various types of privacy laws and discuss information privacy law in detail.

Q.4   **Answer the following.**
  A.   What do you mean by Backup and Archive? Explain its types.   (05 Marks)
  B.   Explain Seven R's of Availability Management.   (10 Marks)

                                        OR

  B.   Discuss the four important information privacy principles suggested by Federal Trade
        Commission of United States of America.   (10 Marks)