

Seat No: \_\_\_\_\_

Enrollment No: \_\_\_\_\_

**PARUL UNIVERSITY**  
**FACULTY OF IT & COMPUTER SCIENCE**  
**BCA., Winter 2017–18 Examination**

**Semester: 5**

**Subject Code: 05101302**

**Subject Name IT Infrastructure Management**

**Date: 27-12-2017**

**Time: 10:30AM to 01:00PM**

**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 following.**

[5]

- (A)
1. What do you mean by IT infrastructure?
  2. What is a Service Level Agreement (SLA)?
  3. What is the meaning of incident in Incident Management Process?
  4. What is Archive in Storage Management?
  5. What is plagiarism?

[5]

(B) **Fill in the Blanks (10 questions of 1 mark each)**

[10]

1. Multipoint topology is \_\_\_\_\_
2. RFC means \_\_\_\_\_
3. Database is a collection of \_\_\_\_\_
4. A central device in star topology \_\_\_\_\_.
5. \_\_\_\_\_ is a branch of technology known as information security.
6. Service Quality is measured by \_\_\_\_\_
7. Accuracy means \_\_\_\_\_.
8. Mouse is known as \_\_\_\_\_ device.
9. \_\_\_\_\_ backup technique is most space efficient.
10. The European commission has proposed \_\_\_\_\_ for the protection of database.

**Q.2 Answer the following. (3 mark questions)**

[15]

1. What is IT Infrastructure? Explain Block diagram of computer.
2. Is Security necessary in ITIM? If yes then explain why?
3. Explain return on investment and payback period in Financial Management.
4. Discuss Richard Mason's four ethical issues (PAPA) in the information age.
5. What are Data Retention, Data Ingest and Data Management?

**Q.3 Answer the following. (Any three)**

[15]

1. Draw and explain the Implementation of Capacity Management.
2. What is Escalation? Explain the types of Escalation.
3. Give difference between Grid Computing and Cloud Computing?
4. Explain Service Level Agreement (SLA) and Operational Level Agreement (OLA).
5. Explain IT Infrastructure Library (ITIL).

**Q.4 Answer the following.**

[15]

(A) How does an Intrusion detection system (IDS) enhance Security Management?

[5]

(B) Why Computer Security is important? What is Computer Forensics?

[10]

**OR**

(B) What is Physical Security? Explain the following with respect to Intellectual Property:

[10]

- 1) Patent
- 2) Trademark
- 3) Trade Secrets