

PARUL UNIVERSITY
FACULTY OF IT & COMPUTER SCIENCE
BCA Summer 2018 – 19 Examination

Semester: 5
Subject Code: 05101302
Subject Name: IT Infrastructure Management

Date: 07/05/2019
Time: 10.30 am to 1.00 pm
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)**

1. What is a Service Request?
2. What's the goal of Problem Management?
3. What type of information is stored in a Configuration Management Database?
4. When is a known error identified?
5. Write advantages of Release management.

B. Multiple choice type questions. (Each of 01 marks)**(10)**

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. From which document can the Incident Management process obtain information about when and to whom it must escalate issues if required?
 - A. The Service Improvement Program
 - B. The Service Catalogue
 - C. The organization chart
 - D. The Service Level Agreement
4. 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
5. If a customer complains that service levels are below those agreed in the SLA because of a number of related hardware incidents, who is responsible for investigating the underlying cause?
 - A. The Incident Manager
 - B. The Service Level Manager
 - C. The Problem Manager
 - D. The Availability Manager
6. How does Problem Management support the Service Desk activities?
 - A. It resolves serious incidents for the Service Desk.
 - B. It studies all incidents resolved by the Service Desk.
 - C. It relieves the Service Desk by communicating the resolution directly to the user.
 - D. It makes information on a Known Error available to the Service Desk.
7. Which of the following activities is the responsibility of Change Management?
 - A. Reviewing changes to ensure they have worked
 - B. Creating a change to rectify a known error
 - C. Determining the release strategy for a major change
 - D. Implementing a software change at a remote site

8. Within an ITIL compliant Change Management process, who decides on the categorization of a proposed change?
 - A. Change Manager
 - B. Change Advisory Board
 - C. Change Requestor
 - E. Change Implementer
9. The data in the Configuration Management Database CMDB can only be modified after permission is granted to modify the infrastructure. Which process grants such permission?
 - A. Change Management
 - B. Configuration Management
 - C. Incident Management
 - D. Service Level Management
10. 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

Q.2 Answer the followings. (3 Mark Questions) (15)

1. Explain the tasks of configuration Management.
2. Explain various statuses of Incident Management Life Cycle and Incident Record Keeping.
3. Write down the Incident management procedure.
4. What is the goal of Incident Management?
5. What is the difference between Incident management and problem management?

Q.3 Answer the following. (Any three) (15)

1. Draw and explain the Implementation of Capacity Management. What are the roles and responsibility in Capacity Management?
2. Explain Seven R's of Availability Management.
3. What do you mean by Backup and Archive? Explain the types of Backup in detail.
4. What are BMR, Data Retention, Data Ingest and Data Management?

Q.4 Answer the following.

- A. Explain Intrusion detection in detail. (05)
- B. a) What are the types of Release? Explain the scope of Release Management. (10)
- b) Write the process of Problem Management Process.

OR

- B. a) Explain Change Management in detail. (10)
- b) Write and explain the Models of Identity Management.