

**PARUL UNIVERSITY**  
**FACULTY OF IT & COMPUTER SCIENCE**  
**BCA Summer 2017–18 Examination**

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

**Date: 05/06/2018**  
**Time: 02:00pm to 04:30pm**  
**Total Marks: 60**

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**Instructions:**

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

- Q.1 Answer the following.** **[5]**
- (a)** 1) What do you mean by IT infrastructure Management? **[5]**
- 2) Write the full form of: SLA and OLA?
  - 3) When is the function of Release Management System?
  - 4) What is Data Retention?
  - 5) What do you mean by Phishing?
- (b) MCQs(10 questions of 1 mark each)** **[10]**
- 1) \_\_\_\_\_ insures that information is correct and complete?
- a) Cryptography
  - b) Compression
  - c) Security Management
  - d) None
- 2) Consider the following activities:
- The analysis of raw data
  - The identification of trends
  - The definition of Service Management processes
  - The implementation of preventive measures. Which of the above should be easier after implementing a good IT Service Management software tool?
- a) 1, 2 & 4
  - b) 2 & 3
  - c) All of them
  - d) None of them
- 3) Which of the following backup technique is used after full backup?
- a) Full Backup
  - b) Incremental Backup
  - c) Differential backup
  - d) None
- 4) Physical or logical arrangement of network is \_\_\_\_\_
- a) Topology
  - b) Routing
  - c) Networking
  - d) None of the mentioned
- 5) Intrusion Detection is the act of detecting actions that attempts to compromise the \_\_\_\_?
- a) Confidentiality
  - b) Integrity
  - c) Availability
  - d) All of these

6) 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) Service Desk
- c) Capacity Management
- d) Problem Management

7) Plagiarism means?

- a) Sending data with permission
- b) Copying data with permission
- c) Sending data without permission
- d) Copying data without permission

8) What type of resource is most likely to be a shared common resource in a computer Network?

- a) Printers
- b) Speakers
- c) Floppy disk drives
- d) Keyboards

9) Which of the following is a part of the Central Processing Unit?

- a) Printer
- b) Key board
- c) Mouse
- d) Arithmetic & Logic unit

10) Archive storage is used for storage data for \_\_\_\_\_ use.

- a)Entertainment
- b) For future
- c)Current
- d) Recovery Software

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

[15]

- 1 What are the key objectives of IT infrastructure management?
- 2 Give advantages of Expert Systems.
- 3 Explain requirements of Bare Machine Recovery and various BMR strategies.
- 4 Explain Principles of Availability Management.
- 5 Explain types of Privacy laws in IT Ethics

**Q.3 Attempt any THREE.**

[15]

- 1 Explain Financial Management in detail. [5]
- 2 Explain approaches of Problem Management. [5]
- 3 Give the difference between LAN/WAN? [5]
- 4 What is the use of IT Infrastructure Library (ITIL)? [5]
- 5 Explain with figure the relation between capacity management and business. [5]

**Q.4 Answer the following.**

[15]

- (a) Explain Identity Management in detail. [5]
- (b) Explain Security Management and Electronic Data Interchange (EDI). [10]

**OR**

- (b) Explain Intrusion Detection for security management and Hacking in detail. [10]