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RF-4831

M. C. A. (Sem. V) (ATKT) Examination

April / May – 2010

Paper - 501 : (IT) Infrastructure Management

Time : 3 Hours]

[Total Marks : 70

Instructions :

(1)

नीचे दशांशवैल निशानीवाणी विगतो उतरवडी पर अवश्य लपवी. Fillup strictly the details of signs on your answer book.	Seat No. :
Name of the Examination :	<input type="text"/>
<input type="text" value="M. C. A. (Sem. 5) (ATKT)"/>	<input type="text"/>
Name of the Subject :	<input type="text"/>
<input type="text" value="Paper - 501 : (IT) Infrastructure Management"/>	<input type="text"/>
Subject Code No. : <input type="text" value="4"/> <input type="text" value="8"/> <input type="text" value="3"/> <input type="text" value="1"/>	<input type="text"/>
Section No. (1, 2,.....): <input type="text" value="Nil"/>	<input type="text"/>
	Student's Signature

- 1 Answer the following:-(any two) 14
- (a) Explain significant IT developments during the 1980s.
- (b) Introduce acquiring executive support. Why it is critical today?
- (c) Explain how performance tuning is applied to server and desktop environment.
- 2 Answer the following:-(any two):- 14
- (a) List factors to consider in designing IT infrastructure. Explain any two.
- (b) Explain advantages of using consultants and contractors for staffing.
- (c) Discuss how to integrate the four key elements of good customer service.
- 3 Answer the following (any two):- 14
- (a) What is the goal of availability process owner? List the seven Rs of high availability and explain any five of them.
- (b) Explain production acceptance and its benefits for applications and executive management.

(c) Discuss the difficulties to be faced in integrating various system management processes.

4 Answer the following (any **two**)- **14**

(a) Write a note on key steps required in developing change management process.

(b) Discuss key steps to developing problem management process

(c) Explain practical tips for improving configuration management.

5 Answer the following (any **two**):- **14**

(a) Define strategic security. Explain key areas for categorizing security issues.

(b) Discuss examining the integrated relationship between strategic and tactical process.

(c) Write a note on web-enabled environment issues.

