

VPM's
DR VN BRIMS, Thane
Programme: MMS (2014-16)
Forth Semester Examination April 2016

Subject	IT Infrastructure Management		
Roll No.		Marks	60 Marks
Total No. of Questions	7	Duration	3 Hours
Total No. of printed pages	2	Date	09.04.2016

Note: Q1 is compulsory and solve any FOUR from the remaining SIX questions.

Q1) 20 Marks (Compulsory) (8 + 12)

- a) A Change Manager has a backlog of 4 changes viz. change A, change B, change C and change D to choose from. While making a decision various parameters of importance like ROI are considered. These parameters have weights according to their relative importance. The changes are rated on these parameters. The ratings of these changes on these parameters are given in the table below. Suggest which change should be chosen by the change manager.

Change Parameters	Parameter Weight*	A Rating	B Rating	C Rating	D Rating
Resemblance to earlier changes	5	7	5	8	6
Resource required	8	9	4	7	10
Customer Orientation	3	4	10	8	9
ROI	8	8	9	2	10
Risk	9	9	7	10	9
Business Importance	5	10	10	8	5

- b) The reliability of a data server is 94%. The SLA states the availability to be 99.5%. The loss to the company because of downtime is Rs. 500 per hr. The company has an option of buying a back-up server for Rs. 20,00,000. This back-up server is expected to last for 10 years. The reliability of the back-up server is 95%. The company has another option of buying a back-up server on lease for Rs. 10,000 per month. The reliability of the leased server is 95%. The services offered by the company are throughout the day and year. Answer the following questions.
- What is the loss to the company because of downtime?
 - Are the back-up servers sufficient to meet the availability stated in SLA?
 - Should the company go for the back-up server? If yes, should it go with the owned or leased server?

Attempt Any FOUR from the Remaining SIX Questions

Q2) Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks

- a) What are the various domains in an IT infrastructure? Mention any 5 of them.
- b) What are the risks associated with the domains of IT infrastructure? Mention risks associated with any 5 domains.
- c) Write a short note on 'Service Portfolio Management' and 'Financial Management for IT services'?

Q3) Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks

- a) Write a short note on 'Service Catalogue Management' and 'Service Level Management'?
- b) Write a short note on 'Release and Deployment Management' and 'Knowledge Management'?
- c) What are the various forecasting techniques in estimating demand?

Q4) Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks

- a) Write a note on 'Determining Service Level Requirements' in Capacity Management.
- b) Write a note on 'Availability Plan'.
- c) Write a note on 'Understanding Business Needs' phase of availability management.

Q5) Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks

- a) What are the risks and benefits involved in 'Change Management'?
- b) What are the various types of Change Management roles? Explain any 5 of them.
- c) What are the different KPI's and metrics for measuring effectiveness of change management? Mention any 5 of them.

Q6) Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks

- a) What are the other ITIL processes ITSCM interfaces with? Explain the relationship between ITSCM and BCM.
- b) What are ITSCM goals and objectives?
- c) Write a note on 'Requirements and Strategy' in ITSCM.

Q7) Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks

- a) What is ITIL?
- b) What are the various components of ITIL?
- c) Mention the various sub-processes in ITIL components? Mention any 15.