GIET UNIVERSITY, GUNUPUR – 765022

B. Tech (Eight Semester – Regular) Examinations, April– 2024

BOECS8011 /BOECT2021 – IT Infrastructure Management

(CSE & CST)

Time: 3 hrs   Maximum: 70 Marks

The figures in the right hand margin indicate marks.

PART – A: (Multiple Choice Questions)   **(1 x 10 = 10 Marks)**

Q.1. Answer *ALL* questions   [CO#]   [PO#]

a. Which of the following is correct?   CO1   PO1
  - i. The development and maintenance of comprehensive procedures by the IS department is evidence of effective governance of IT resources.
  - ii. Insistence on observance of processes and procedures is key to the effectiveness and efficiency of the IS organization.
  - iii. Both i & ii
  - iv. None

b. Various standards have emerged to assist IS (Information system) organizations in achieving an operational environment that is predictable, measurable and repeatable. Prominent examples of such include   CO1   PO2
  - i. The ISO 9000 series that govern software development processes
  - ii. The ISO 9126 standard that focuses on the end result of good software processes
  - iii. The capability maturity model developed by the software engineering Institute
  - iv. All of the above

c. A security sub-system could maintain detailed logs of who did what and when and also if there were any attempted security violations.   CO1   PO1
  - i. True
  - ii. False
  - iii. Cannot Say
  - iv. Partially True and Partially False

d. IT Governance –   CO2   PO1
  - i. It provides the structure that links IT processes, IT resources and information to enterprise strategies and objectives.
  - ii. IT governance integrates and institutionalizes optimal ways of planning and organizing, acquiring and implementing IT performance.
  - iii. Both i & ii
  - iv. None

e. T Strategy Committee –   CO2   PO1
  - i. Provide insight and advice to the board on topics
  - ii. Focuses on current and future strategic IT issues
  - iii. Board members and specialist non-board members
  - iv. All of the above

f. ___ can occur at the individual, group, organizational or extra-organizational level.   CO2   PO1
  - i. Planning
  - ii. Controlling
  - iii. Organizing
  - iv. Scheduling

g. ___ is the process of recording, classifying, and summarizing the financial activities of an organization   CO3   PO1
  - i. Planning
  - ii. Managerial
  - iii. Accounting
  - iv. Diagnosis

h. Newspaper, magazine, radio, television are examples of ___.   CO3   PO1

i.   Storing information   ii.   Retrieving information

iii.   Communication information   iv.   Acquiring information

i.   ___ is a feature provided for ensuring that the transaction is completed with regard to the business rules set by the management.   CO4   PO1

     i.   Advocacy   ii.   Authorization

     iii.   Signature   iv.   Policy formulation

j.   ___ is an organized portfolio of formal systems for obtaining processing and delivering information in support of the business operations and management of an organization.   CO4   PO1

     i.   MIS   ii.   DSS

     iii.   MRS   iv.   None of the above

PART – B: (Short Answer Questions)   (2 x 10 = 20 Marks)

Q.2. Answer *ALL* questions   [CO#]   [PO#]

a.	List out the Three Universal Principles Involving Executive Support.	CO1	PO1
b.	List the Four Key Elements of Good Customer Service.	CO1	PO1
c.	Discuss the benefits and drawbacks of Using Consultants and Contractors.	CO2	PO1
d.	Draw the traditional model of a basic work-flow process.	CO2	PO1
e.	List out the four Cardinal Sins that Undermine Good Customer Service.	CO3	PO2
f.	Define the terms: (i) MTBF (ii) MTTR.	CO3	PO1
g.	Define Problem Management in IT Industries.	CO2	PO1
h.	Discuss the differences between Breaches of Personal and Business Ethics.	CO4	PO2
i.	Define Storage Management with examples.	CO4	PO1
j.	Explain how to recover the data from Storage devices.	CO4	PO1

PART – C: (Long Answer Questions)   (10 x 4 = 40 Marks)

Answer *ALL* questions

		Marks	[CO#]	[PO#]
3. a.	Define a Business Case in ITM with an example.	5	CO1	PO1
b.	Describe IT Organization with Dual Management Levels.	5	CO1	PO1
	(OR)			
c.	Discuss the Factors to Consider in Designing IT Organizations.	5	CO1	PO1
d.	Explain IT Organization with 3 Management Levels with business units.	5	CO1	PO1
4. a.	Describe the below terms related to IT industry. (i) Variety (ii) Currency (iii) Applicability	5	CO2	PO2
b.	Illustrate the necessary Steps for Developing Career Paths for Staff Members		CO2	PO1
	(OR)			
c.	What is the role of Weighting and Rating Matrix in determining Skill Assessment?	10	CO2	PO2
5. a.	Briefly differentiate Slow Response from Downtime.	5	CO3	PO2
b.	Describe the methods for calculating Availability of Production systems.	5	CO3	PO1
	(OR)			
c.	What is the difference between Recoverability and Repairability?	5	CO3	PO2
d.	Explain the following terms; (i) Robustness (ii) Reliability (iii) Reputation	5	CO3	PO1
6. a.	Discuss various Client Issues with Problem Management.	5	CO4	PO1
b.	List out the key steps in developing a Problem Management Process.	5	CO4	PO1
	(OR)			
c.	List the advantages and disadvantages of Integrated Service Desks.	5	CO4	PO1
d.	Discuss in detail about RAID Levels.	5	CO4	PO1

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