## **(Paper Set-I )**

**Graphic Era Deemed to be University, Dehradun, UK (India)**

**Department of Information Technology**

**B.Tech. (IT) Mid Term Examination (2019-20)**

**(8th Semester)**

**Course Name:** IT Infrastructure Management

**Course Code:** TIT 801

**Submission deadline:** Notified in Departmental Website

**Instructions:** Questionsset-I is only for Class Roll 1-15 students

1. (a) Explain various issues involved in designing IT organization and IT infrastructure. (5)

(b) What are the sub-processes involved in IT Service Management?

1. Discuss design models: (5)
   1. Business activities based model
   2. Management activities based model
   3. Hybrid model
2. (a) What is Service Level Agreement? How does it helps SLM process? (5)

(b)What is the important cost factors involved in the implementation of SLM in an

organization?

**(Paper Set-II )**

**Graphic Era Deemed to be University, Dehradun, UK (India)**

**Department of Information Technology**

**B.Tech. (IT) Mid Term Examination (2019-20)**

**(8th Semester)**

**Course Name:** IT Infrastructure Management

**Course Code:** TIT 801

**Submission deadline:** Notified in Departmental Website

**Instructions:** Questionsset-II is only for Class Roll 16-29 students

1. (a) Why is it necessary to have IT infrastructure management activity? (5)

(b) List the various sub processes involved in service delivery and service support process.

2. Discuss following approaches of SLM process: (5)

1. Linear approach
2. Cyclic approach
3. (a) List various advantages of SLM process. (5)

(b) Explain various factors which a financial manager must consider while developing budget

of an organization.

**Presentation Topics (10 Marks)**

**Instructions:** Presentation Topics for Class Roll No 1-15 students (Topic I) and Class Roll No 16-29 (Topic II) are as follows.

**Presentation Topics**

**Topic I: “IT Infrastructure library and Alternatives to ITIL”**

**Topic II: “Service Level management and Relationship with other process”**