



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

M.C.A.DEGREE EXAMINATION – COMPUTER APPLICATIONS

THIRD SEMESTER – APRIL 2018

CA 3952- IT INFRASTRUCTURE MANAGEMENT

Date: 05-05-2018
Time: 09:00-12:00

Dept. No.

Max. : 100 Marks

PART A

Answer ALL Questions

(10 X 2 = 20 Marks)

1. Define the term 'IT Infrastructure'. What are various components which are considered under IT infrastructure?
2. What is grid computing?
3. What is availability management?
4. State True or False the following:
 - i. Availability management is classified as service support process.
 - ii. Configuration management is classified as service delivery process.
5. What is storage management?
6. Give the steps of release management.
7. Mention the types of Trojan horses that damage system security.
8. Define CAPCHA and how are they generated.
9. What do you mean by intellectual property?
10. What is Electronic Data Interchange(EDI)?

PART B

Answer ALL Questions

(5 X 8 = 40 Marks)

11a. Give an account of Cluster Computing

(or)

11b. Discuss Von-Neumann architecture of computers.

12a. What is contingency plan in IT service continuity management? Explain.

(or)

12b. Explain failover and restoration process of IT service continuity management.

13a. Explain the difference between incident management and problem management.

(or)

13b. What are the advantages of change management?

14a. Explain some applications of CAPCHA.

(or)

14b. Explain the role of private key in exchanging documents over internet

15a. Discuss various types of e-commerce.

(or)

15b. What are the advantages of e-commerce system?

PART C

Answer any TWO Questions

(2 X 20 = 40 Marks)

16a. Write short notes on the following: (i) Super computing (ii) Cloud computing.

16b. What are common tasks of IT system management? Explain.

17a. Explain the process of change management.

17b. Describe the cyclic approach of service level management.

18a. Describe how hash function is used in public key cryptography.

18b. Elucidate different modes of electronic payment system.

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