



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

M.C.A. DEGREE EXAMINATION – COMPUTER APPLICATIONS

THIRD SEMESTER – NOVEMBER 2015

CA 3952 - IT INFRASTRUCTURE MANAGEMENT

Date : 07/11/2015

Dept. No.

Max. : 100 Marks

Time : 09:00-12:00

PART A

Answer ALL Questions

(10 X 2 = 20 Marks)

1. List various sub-processes involved in service delivery process.
2. What is grid computing?
3. Define Service Level Agreement.
4. State true or false:
 - i. Availability management can be classified as service support process
 - ii. Configuration management can be classified as service delivery process.
5. Define the term 'configuration item'.
6. Give the steps of release management process.
7. Mention the functions of intrusion detection.
8. Define CAPCHA and how are they generated?
9. What is the meaning of intellectual property?
10. What is Electronic Data Interchange (EDI)?

PART B

Answer ALL Questions

(5 X 8 = 40 Marks)

11a. Discuss Von-Neumann architecture of computers.

(or)

11b. Explain cluster computing in detail.

12a. What are the important metrics used to define the quality of service availability?

(or)

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

13a. What is 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. Describe the various types of intrusion detection system.

15a. Explain the following with respect to intellectual property: (a) Patent (b) Trademarks

(or)

15b. Discuss various types of e-Commerce.

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 processes involved in change management.

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

18a. Write short notes on the following:

(a) Public key cryptography

(b) Secret key cryptography.

18b. Elucidate different modes of electronic payment system?
