



**LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034**

**M.C.A. DEGREE EXAMINATION – COMPUTER APPLICATIONS**

THIRD SEMESTER – NOVEMBER 2016

**CA 3952 - IT INFRASTRUCTURE MANAGEMENT**

Date: 11-11-2016  
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 are other frameworks which are similar to ITIL?
3. What is Availability Management?
4. State true or false:
  - i. Capacity management can be classified as service support process
  - ii. Problem management can be classified as service delivery process
5. What is storage management?
6. What do you mean by Back-out Plan?
7. Mention the types of Trojan horses that damage system security.
8. Enumerate major goals of security?
9. What is the meaning of intellectual property?
10. What are the advantages of EDI?

**PART B**

**Answer ALL Questions**

**(5 X 8 = 40 Marks)**

- 11a. Give an account of Cluster Computing
- (or)
- 11b. Describe Grid Computing.
- 12a. What are the important metrics used to define the quality of service availability?
- (or)
- 12b. What is contingency plan in IT service continuity management? Explain
- 13a. Explain the difference between incident management and problem management?
- (or)
- 13b. What needs to be considered before taking backup? Explain.
- 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. What are the advantages of electronic 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. Discuss the Linear approach of Service Level Management process
- 17a. Explain the process of change management
- 17b. Describe the uses of Hierarchical Storage Management.
- 18a. Describe how hash function is used in public key cryptography
- 18b. Elucidate the different modes of electronic payment system?

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