

LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034



M.C.A. DEGREE EXAMINATION – COMPUTER APPLICATIONS

FIFTH SEMESTER – NOVEMBER 2018

16PCA5ES02 – IT INFRASTRUCTURE MANAGEMENT

Date: 03-11-2018

Dept. No.

Max. : 100 Marks

Time: 09:00-12:00

Part A

10 x 2 = 20

Answer ALL the Questions

1. Write short note on India's supercomputer.
2. What is Microsoft operation framework?
3. Define 'zero based budgeting'.
4. Write the equation for finding MTTR.
5. What is a presumptive cause?
6. Define the term 'Change' from ITIL perspective.
7. Who is a cracker?
8. Write the equation used to calculate Risk.
9. Define the term 'Cyber Ethics'.
10. What is Software Piracy?

Part B

5 x 8 = 40

Answer ALL the Questions

11 a) Substantiate Super Computing with Examples.

OR

b) Briefly explain the goals of IT Services Management Process.

12 a) List the factors to be considered for developing a budget.

OR

b) Explain the process involved in Capacity Management.

13 a) Elaborate Release Management.

OR

b) Explain the areas to be considered before archiving.

14 a) Briefly explain the goals of security.

OR

b) Discuss the various models in Identity Management.

15 a) Elaborate the Privacy Laws.

OR

b) Explain Electronic Data Interchange.

Part C

2x 20 = 40

Answer any TWO Questions

- 16 a) Write an essay on IT Service Management Process.
 - b) Elucidate budgeting for IT Services and Activities.
- 17 a) Substantiate Incident Management with the required diagram.
 - b) Explain the physiological biometric techniques.
- 18 a) Write an essay on Computer Forensics.
 - b) Provide a detailed narration on the types of Cyber Crimes.

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