LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

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

FIFTH SEMESTER – **NOVEMBER 2019**

17PCA5ES02 – IT INFRASTRUCTURE MANAGEMENT

Date: 06-11-2019   Dept. No.   Max. : 100 Marks
Time: 09:00-12:00

PART A   (10 x 2 = 20)

Answer ALL the Questions

1. List any two examples of IT Infrastructure services.
2. How do functional requirements differ from non-functional requirements?
3. What is OLA?
4. Define 'Project Investment Appraisal'
5. What is "Change Authorization Board'?
6. Define "Release Management".
7. What is 'Non-repudiation', in the context of e-transactions?
8. How is CAPTCHA useful?
9. What is an E-Cheque?
10. How does DoS impact any organization?

PART B   (5 x 8 = 40)

Answer ALL the Questions

11. a) Explain the alternatives to ITIL.
                          (OR)
    b) Explain the determination of Customer's requirements.

12. a) List the advantages of Financial Management.
                          (OR)
    b) Explain the process involved in Capacity Management.

13. a) Distinguish Incident Management from Problem Management.
                          (OR)
    b) Explain the areas to be considered before archiving.

14. a) Enumerate the goals of security.
                          (OR)
    b) Describe the various models in Identity Management.

15. a) Write a summary on Privacy Laws.
                          (OR)
    b) Explain Electronic Data Interchange, with a diagram.

PART C   (2 x 20 = 40)

Answer any TWO Questions

16. a) Write an essay on Cluster Computing by differentiating it from Grid Computing.
    b) Elucidate IT Services Continuity Management.

17. a) Elaborate Configuration Management.
    b) Enumerate the physiological biometric techniques.

18. a) List the advantages and disadvantages of e-Commerce.
    b) Explain common types of Cyber Crimes.

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