GUJARAT TECHNOLOGICAL UNIVERSITY ME – SEMESTER II (NEW) – • EXAMINATION – SUMMER 2016

ME – SEMESTER II (NEW) – • EXAMINATION – SUMMER 2016			
Subject Code: 2725606 Date: 31/0			16
Subject Name: IT Systems and management			
	Time: 10:30 am to 01:00 pm Total Marks: 70		
Instructions:			
1. Attempt all questions.			
	2.	Make suitable assumptions wherever necessary.	
	3.	Figures to the right indicate full marks.	
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Q.1	(a)	What is IT infrastructure? Explain the challenges of IT infrastructure.	07
	(b)	Which are the patterns of IT systems management? Explain it.	07
Q.2	(a)	What is an organization? Explain features of organization.	07
	(b)	What is an incident? Differentiate between incident and problem management.	07
		OR	
	(b)	What is release management? Differentiate between release management and	07
		change management process.	
Q.3	(a)	Define the term 'risk and security'. What are the major goals of security?	07
	(b)	What is an information system? Explain MIS.	07
		OR	
Q.3	(a)	Discuss briefly the four important processes involved in the implementation of	07
		IT service continuity management.	~-
	(b)	Define the term 'availability management'. What are the advantages of	07
		availability management?	
Q.4	(a)	What are business processes? How are they related to information system?	07
	(b)	What is SLA? Explain types of SLA.	07
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Q.4	(a)	What is ITIL? Discuss various processes involved in ITIL.	07
	(b)	What is capacity management? What are the advantages of capacity	07
		management?	
Q.5	(a)	What is Service level management? Explain the advantages of SLM.	07
	(b)	Explain CRM.	07
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Q.5	(a)	Explain Financial management.	07
	(b)	Define configuration management and explain cost of configuration	07
		management.	
