BACHELOR OF TECHNOLOGY (CBCS) (2020 COURSE)
B.Tech.Sem - IV INFORMATION TECHNOLOGY : WINTER : 2024
SUBJECT: ITC-II: IT INFRASTRUCTURE MANAGEMENT

Day : Wednesday
Date : 27/11/2024

W-24718-2024

Time : 02:30 PM-05:30 PM
Max. Marks : 60

N.B.

1) All questions are **COMPULSORY**.
2) Figures to the **RIGHT** indicate **FULL** marks.
3) Assume suitable data **WHEREVER** necessary.
4) Draw neat diagrams **WHEREVER** necessary.

Q.1 Analyze the challenges encountered in IT Infrastructure management, propose strategies to mitigate risks of all the challenges. **(10)**

OR

Q.1 Evaluate the role of IT service management process in enhancing operational efficiency and customer satisfaction within an organization. **(10)**

Q.2 Describe the key element include in a service level agreement (SLA) and their significance in managing IT services with customer expectations. **(10)**

OR

Q.2 Define Availability management, discuss the key activities involved in availability management processes. **(10)**

Q.3 Discuss the challenges of data retrieval latency in distributed storage system and propose techniques for optimizing data access performance. **(10)**

OR

Q.3 Explain strategies for implementing effective data retention polices in organizations, considering factors such as data classification, storage technologies and legal compliance. **(10)**

Q.4 Design secure network architecture for a multinational corporation, considering the principles of access control, encryption and intrusion detection. **(10)**

OR

Q.4 Illustrate the authentication factors used in modern identity management systems and its significance in controlling access to resources with suitable examples. **(10)**

Q.5 List and explain different key principles of intellectual property law and their significance in protecting creator's rights and fostering innovation. **(10)**

OR

Q.5 Elaborate different ethical issues commonly encountered in internet usage and its importance in promoting responsible online behavior. **(10)**

Q.6 Describe concept of Electronic Data Interchanges (EDI) and discuss the major protocols involved in an EDI system. **(10)**

OR

Q.6 Compare and contrast Wi-Max and Wi-Fi technologies. **(10)**

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