

Ganpat University
U.V. Patel College of Engineering
CE/IT Department
B.Tech- Semester- VI
2CEIT6PE8: IT Infrastructure & Management

Assignment-1

1. What is service level agreement? How does it help service level management process?
2. Discuss the difference between service level and operational level agreements.
3. What are the important steps involved in implementation of service level management?
4. What are the important cost factors involved in the implementation of service level management in an organisation?
5. Discuss two popular methods used for budget preparation.
6. How does financial management benefit an organisation? What are the cost factors included in its implementation?
7. What are the advantages of Financial management?
8. Discuss the relationship of Financial management to other process.
9. Explain failover and restoration processes of IT service continuity management with suitable examples.
10. What are the advantages of IT service continuity management?
11. Discuss the relationship of IT service continuity management to other process.
12. Explain various management tasks involved in capacity management.
13. What are the advantages of Capacity management?
14. What are the advantages of Availability management?
15. What is availability plan? What are the management processes that need to be considered while designing availability plan?

16. Discuss the relationship of Availability management to other process.
17. How performance and tuning process are differ than other processes?
18. Differentiate incident management and problem management?
19. Explain proactive and reactive problem management.
20. Explain in detail the relationship among problem management, change management and incident management.
21. Define following terms:
 - (a) configuration item
 - (b) attributes of configuration item
 - (c) configuration manager
 - (d) Configuration Management Database (CMDB)
 - (e) Compact Failure Impact Analysis (CFIA).
22. Discuss change management and various steps involved in its implementation.
23. What is the implementation cost of incident management?
24. Discuss various processes involved in release management.
25. Explain Storage Area Network (SAN) and NAS.

Prepare by: - Prof. K.J.Patel