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|  | What is configuration management? Discuss various steps involved in con- figuration management process implementation. |  |
|  | 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). |  |
|  | What are the main functions of configuration management? How does it help in providing better services to customers? |  |
|  | What does incident management do? Discuss various steps involved in the implementation of incident management process. |  |
|  | What is the difference between incident management and problem management? |  |
|  | Explain proactive and reactive problem management. |  |
|  | Discuss change management and various steps involved in its implementation. |  |
|  | Explain in detail the relationship among problem management, change management and incident management. |  |
|  | Why is release management important? What are the benefits it offers to an IT organisation in providing services to its customers? |  |
|  | What are the differences in the job responsibilities of project manager and release manager? |  |
|  | There is a close relationship among change management, configuration management and release management. Justify. |  |
|  | Explain SAN. |  |
|  | Explain NAS. |  |