**NMIMS Global Access**

**School for Continuing Education (NGA-SCE)**

Course: IT Infrastructure Management

**Internal Assignment Applicable for June 2023 Examination**

Assignment Marks: 30

*Instructions:*

- *All Questions carry equal marks.*

- *All Questions are compulsory*

- *All answers to be explained in not more than 1000 words for question 1 and 2 and for question 3 in not more than 500 words for each subsection. Use relevant examples, illustrations as far as possible.*

- *All answers to be written individually. Discussion and group work is not advisable.*

- *Students are free to refer to any books/reference material/website/internet for attempting their assignments, but are not allowed to copy the matter as it is from the source of reference.*

- *Students should write the assignment in their own words. Copying of assignments from other students is not allowed*

- *Students should follow the following parameter for answering the assignment questions.*

| For Theoretical Answer | |
|---|---|
| **Assessment Parameter** | **Weightage** |
| Introduction | 20% |
| Concepts and Application related to the question | *60%* |
| Conclusion | *20%* |

| For Numerical Answer | |
|---|---|
| **Assessment Parameter** | **Weightage** |
| Understanding and usage of the formula | 20% |
| Procedure / Steps | *60%* |
| Correct Answer & Interpretation | *20%* |

**Q1)** ITIL is a set of detailed practices that align IT services with the needs of the business. Do you recommend it for your organization? Highlight the key factors for your recommendation / rejection. **(10 Marks)**

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**Q2)** Using server farms has become imperative. Despite its drawbacks to the environment, most big organizations require server farms. Your task force has to come up with recommendations to minimize the negative effect of server farms and save our planet. What would you propose? **(10 Marks)**

**Q3)** To ensure service delivery to their client, your IT Team went through a refresher training program on Service Level Management. Service level management is considered as a process of service design which is created for delivering the levels of availability, capacity, etc. required by the customer. If you were one of the participants of this course and had to answer the following questions, what would your replies be?

    **a.** Highlight the need of SLM by discussing its purpose. **(5 Marks)**

    **b.** How will you define the goal and scope of the SLM project? **(5 Marks)**

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