

IT INFRASTRUCTURE MANAGEMENT WEEK 10 ASSIGNMENT

1. List out the preferred characteristics of a performance and tuning process owner? Explain in detail.

1. Knowledge of System software and components - High
 2. Knowledge of network software and components - High
 3. Knowledge of software configurations - High
 4. Knowledge of hardware configurations - High
 5. Ability to think and act tactically - High
 6. Knowledge of application - Medium
 7. Ability to work effectively with developers - Medium
 8. Knowledge of desktop hardware and software - Medium
 9. Knowledge of power and air conditioning - Medium
 10. Ability to meet effectively with customers Low
 11. Ability to promote teamwork and cooperation - Low
 12. Ability manages diversity - Low
- In reality, two or more sub-process owners whose high-priority characteristics will vary depending on the area in which they are working.
 - For example, an individual selected as the process owner for the network area should have as a high priority knowledge of network software and components.
 - But knowledge of system software and components need only be a medium priority.

2. An online banking application encompasses a complete IT infrastructure management system. For such an application, identify the impact of the major five resource environments and list out the probable performance issues in each of the five major resource environments.

Five major resource environments within IT infrastructure are the following

1. Servers
2. Disk storage
3. Databases
4. Networks
5. Desktop Computers

Server

- The number and power of processors influence the rate of work accomplished for processor-oriented transaction.
- Tools are available to measure real-time utilization of processors, main memory and channels.

Disk Storage:

- Along with the configuration of the network and the design of the databases, disk storage has a huge influence on the overall performance of an online system.
- If the disk environment is well tuned, the resulting response times of the online applications are to be acceptable.

Database:

- Along with the configuration of the network and the design of the databases, diskstorage has a huge influence on the overall performance of an online system.

If the disk environment is well tuned, the resulting response times of the online applications are to be acceptable.

Network:

- Relates with overall design and topology

Desktop:

- While there are far fewer issues to deal with in this environment, they can still have serious impact on end-users