### 1. What is Application Support?

* Applications support is an IT service that ensures the daily operations of an organization.
* The goal is to find and fix bugs in the application as well as improve its performance by updating, modifying, and re-evaluating it consistently.

**2.what is desktop support?**

* Their job is to **provide on-site or remote technical assistance including the setting up of computer hardware systems**
* **installing and upgrading software, and troubleshooting basic IT issue**

3. **What is a proxy server?**

* **A proxy server is a computer that acts as an intermediary between a client and a server.**
* **A proxy server can be used to improve performance and security.**
* **When a client makes a request to a server, the proxy server will intercept the request and forward it to the server.**
* **The server will then send the response back to the proxy server, which will forward it to the client.**

**4.what is racf?**

* RACF is the IBM Security Management product for mainframe operating system.
* Profile - RACF stores all this information about users groups and resources in profiles
* There are three types,

**1.user profile**

**2.group profile**

**3.resource profile.**

**5.RSA?**

* The RSA algorithm (**Rivest-Shamir-Adleman**) is the basis of a cryptosystem
* that are used for specific security services or purposes.

**6.LDAP?**

* Lightweight directory access protocol (LDAP)
* that helps users find data about organizations, persons, and more.
* LDAP has two main goals: **to store data in the LDAP directory and authenticate users to access the directory**.

**7.thinclient?**

* A thinclient is a computer without OS.
* It is basically used to lower the cost and it uses the Terminal  
  server in windows 2003 server.

**8.ost and pst?**

* **PST File Format is used for POP Accounts, while the OST file format is used for IMAP Accounts.**
* **OST (Offline Storage Table)**
* Personal Storage Table(PST)
* Pst we will using previous version now we are using ost.

**9.Intranet and internet?**

**Intranet**

* **Intranet sites can access only inside company network(private network)**

**Internet**

* **Internet sites can access public network**

**10.ITIL?**

* **Information technology information library**
* **Designed to manage IT infrastructure.**