GANPAT UNIVERSITY
B. TECH SEM-VI (COMPUTER ENGINEERING/INFORMATION TECHNOLOGY)
FIRST INTERNAL EXAMINATION – FEBRUARY-MARCH 2023
2CEIT6PE8: IT Infrastructure & Management

TIME: 1 Hour **TOTAL MARKS: 20**

Instructions:
1. Figures to the right indicate full marks.
2. Be precise and to the point in your answer.
3. The text just below marks indicates the Course Outcomes Numbers, (CO) followed by the Bloom's taxonomy level of the question,
   i.e., R: Remember, U: Understand, A: Apply, N: Analyze, E: Evaluate, C: Create.

Q.1 Explain the benefits of ITIL in detail. [4] 1E

Q.2 What are the stages of Incident management in ITIL? [4] 1U

Q.3 What is PDCA Cycle? Define & explain its stages in detail. [4] 2R

Q.4 Explain about ITSM best practices and compare their features. [4] 2N

Q.5 List and explain different types of waste in industry and suggest some method reduce them. [4] 5A

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