

Bharati Vidyapeeth
(Deemed to be University), Pune
School of Distance Education

Assignment No.		Name of the Assignment Setter:		SANGEETA JHA	
Course Code:	420	Class:	MBA/E-MBA/MBA-HR	Semester:	IV

Subject:	IT INFRASTRUCTURE MANAGEMENT
-----------------	-------------------------------------

Q.1) Attempt **ANY ONE** of the **Following (1000 Words)** (10)

- a) How does ITIL help minimize the total cost of ownership (ICO) you IT investments?
- b) What is technology evaluation and why is it important?

Q.2) Attempt **ANY TWO** of the **Following (800 Words)** (12)

- a) If you were in charge. What would you do to make IT infrastructure a better place to work?
- b) What benefits does IT infrastructure offer?
- c) What is Change request in ITIL?
- d) What are the ITIL processes according to V3 edition?

Q.3) Write Short Notes on **(ANY TWO)** (08)

- a) What is 'service request'?
- b) Service portfolio
- c) ITIL Change Management
- d) Business continuity planning

* * * * *