**IT Infrastructure**

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**1. In your perspective, how important is performance management in the overallachievement of organizational goals. Put across your viewpoint highlighting thebenefits / disadvantages of performance management**.

**Answer**:The process of identifying, evaluating and developing the work performanceof employees in order to achieve the goals and objectives of an organisationis called Performance Management (PM). Effective performancemanagement is designed to identify performance requirements, enhanceperformance, provide feedback relevant to those requirements and assistwith career development.Performance management is an integrated process of defining, assessing and reinforcingemployee work behaviour and outcomes. Organisations with a well-developed performancemanagement process often outperform those without this element of work design. Performancemanagement is an in the organisational performance is affected by practices and methods ofgoal setting, performance appraisals and reward Its sample only

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**2. ITIL is an approach to deliver IT services to clients efficiently. Would you recommendit for your organization? Bring out the key factors for your recommendation / rejection**.

**Answer**: ITIL is recognised worldwide as a best-practice approach to IT servicemanagement with focus on the alignment of IT services with businessneeds. It focuses on processes, functions, and capabilities required forsupporting IT services in business. The main reason why ITIL is adoptedworldwide is that it is based on a practical approach to servicemanagement.Service management involves a wide body of knowledge, experienceand skills of a global community of organisations and individuals inall sectors. The design of service mainly decides its success or failurewhich is created in order to provide a new service or to modify an

**3. With the current COVID pandemic outbreak, mankind has come to the realization thatwhile we emerge victorious on several fronts, we have disturbed the ecological balanceand therefore are living in challenging times. Green computing is seen as a viablesolution to minimize the impact on health and well-being of living beings.**

**a. As an IT manager, how will you get your team onboard to accept green computing?**

**b. What are the main objectives of green computing that you will establish with yourteam?**

**Answer**: a) Environmental sustainability involves making decisions and taking action that are in the interests of protecting the natural world, with particular emphasis on preserving the capability of the environment to support human life. It is an important topic in the present time, as people are realising the full impact that businesses and individuals can have on the environment. Environmental sustainability is about making responsible decisions that will reduce your business’ negative impact on the environment. It is not simply about reducing the amount of waste you produce or using less energy, but is concerned with developing processes that will lead to