# IT infrastructure management

**September 2021 Examination**

**1. Describe the IT System Management model which aims to establish consistency in the product’s performance, design and operational information all through the product’s life in depth. (10 Marks)**

# Ans . 1

# Introduction

Systems management is the term used to describe the administration of information technology systems in a company's data center (SM). Employees can respond to changing business requirements in a more agile manner due to an effective systems management plan, which helps IT as service providers deliver their services more efficiently. That entails overseeing the design and day-to-day operations of the data center and integrating third-party cloud services into a

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**2. You have been assigned the task of presenting a proposal to the top management regarding how the disadvantages of server farms can be turned into advantages. For every disadvantage, think of a better utilization to make sure our planet is not impacted. Provide examples to elucidate the same. (10Marks)**

# Ans . 2

# Introduction

An organization may combine one or more computer servers to form a "server farm" or "server cluster" to provide functionality that is far superior to that which a single computer is capable of delivering. Typical server farms, for example, can be composed of tens or even hundreds of computers. When a server farm operates at peak performance, it incurs enormous expenses (financial and environmental). In a primary server failure, backup servers may be called upon to

**3. Sia has to take important management decisions based on the data provided to her by her various teams. Each team has been using different formats and methods for sharing data with her. She has been struggling to make sense of the data as it is not consolidated or in a standard format. Instead of facts and figures Sia needs a graphical status update which guides her decision-making process.**

**a. If you were to propose a solution to Sia, what would it be? Outline reasons for choosing the solution you proposed. (5 Marks)**

**b. What are the most important features that one should incorporate in a business intelligence dashboard? (5 Marks)**

# Ans. 3

# Introduction

Data-driven decision management (DDDM) is a business governance approach that places a high value on decisions supported by verifiable data sources. That which determines the success of a data-driven approach is primarily determined by the quality of data collected and the effectiveness of its analysis

Making data-driven decisions should be a skill that everyone should master, but it is essential for those in data-driven environments. Having a data-driven mindset is critical for new hires who want to play a more active role in their organization's decision-making process.

## b)

To support and facilitate better business decision-making processes, Business Intelligence is used solely for this purpose. This information is critical for sales, finance, marketing, and various other areas and departments, and business intelligence (BI) provides organizations with this information. Company intelligence is developed and maintained to assist corporate leaders, business