**IT Infrastructure Management**

**September 2022 Examination**

**Q1. Mr. Rama Reddy CEO of MedPalm a pharmaceutical research organization located in Malanpur, Gwalior, M.P, India wants to implement Knowledge Management System (KMS) in his Organization. Currently the organization uses conventional method of data storage (file and cabinet system). You are appointed as CKO (Chief Knowledge Officer) to implement KMS in MedPalm. Discuss how server farms will help in developing Knowledge Management System in the organization? What factors do you bear in mind while setting up server farms? What are the benefits of server farms? Also, evaluate various IT Infrastructure components required for getting an edge over MedPalm competitors. (10 Marks)**

**Ans 1.**

**Introduction**

The advantages of a computerized system include faster and more efficient record-keeping, access to real-time financial data, automated invoicing, and cost savings. For example, the Knowledge management system is a kind of Information Technology system that stores and retrieves knowledge to improve understanding, collaboration, and process alignment. This system exists between organizations or groups of companies to center the knowledge base for staff, users, or customers. Tools used by this system include a knowledge base, community forum, and self-service portals. Unlike file and cabinet systems Knowledge management

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**Q 2. Casual Male Retail Group: On – Demand Business Intelligence**

**Ask Dennis Hernreich, COO and CFO of Casual Male Retail Group, what his life was like before he switched to an on-demand business intelligence reporting application, and he remembers the frustration all too easily.**

**Casual Male Retail Group, a specialty retailer of big and tall men's apparel with $464 million in annual sales, was using a legacy on-premise reporting application for its catalog operations. (The company also has 520 retail outlets and electronic commerce operations.) Yet the reporting features built into the system were "extremely poor," as Hernreich describes them: "Visibility to the business? Terrible. Real-time information? Doesn't exist. How are we doing with certain styles by size? Don't know."**

**"It was unacceptable," Hernreich says. In addition, you could only view those "canned" BI reports (which lacked features such as exception reporting) could happen only with making a trip to the printer for a stack of printouts. "It was hundreds of pages," he recalls. "That's just not how you operate today."**

**It's not like Casual Male didn't have all this information; it just didn't have an intuitive and easy way to get at its catalog business's sales and inventory trends in real-time. But that changed in 2004, when Casual Male began using an on-demand BI tool from vendor Oco** [**(www.oco-inc.com),**](http://www.oco-inc.com) **which takes all of Casual Male's data, builds and maintains a data warehouse for it offsite, and creates "responsive, real-time reportin dashboards that give us and our business users information at their fingertips," Hernreich says.**

**Today, Hernreich and Casual Male's merchandise planners and buyers have access to easy-to-consume dashboards full of catalog data: "What styles are selling today. How much inventory are we selling today? Where are we short? Where do we need to order? How are we selling by size? What are we out of stock in?" he says. "All of these basic questions, in terms of running the business--that's what we're learning every day from these reports."**

**Best of all, those annoying trips to the printer have ended.**

**(Source -** [**https://www.cio.com/article/276921/business-intelligence-business-intelligence-**](https://www.cio.com/article/276921/business-intelligence-business-intelligence-and-on-demand-the-perfect-marriage.html)[**and-on-demand-the-perfect-marriage.html)**](https://www.cio.com/article/276921/business-intelligence-business-intelligence-and-on-demand-the-perfect-marriage.html)

**On the basis of above caselet critically evaluate what optimal IT Infrastructure was used by the organization for the issues raised in the caselet? (10 Marks**

**Ans 2.**

**Introduction**

A legacy-on the premise is an outdated computing system software or hardware that is still in use. The system still meets the needs it was originally designed for but doesn’t allow for growth. What a legacy system does now for the company is all it will ever do. A legacy system’s older technology won’t allow it to interact with newer systems. As technology advances, most companies find themselves dealing with the issues caused by an existing legacy system. Instead of offering companies the latest capabilities and services such as cloud computing and better data integration a legacy system keeps a company everything harder. A

**Q3a. Green computing is a practice of using computing devices so that they can be used efficiently and without causing harm to human beings and environment. The purpose of promoting green computing is to reduce the consumption of energy and to reduce carbon emission (CO2 emission).**

**You have been appointed as CTO (Chief Technology Office) of Techno, a scooter manufacturing organization located in ten places in India and headquartered at Pune, Maharashtra State. First project given to you is to plan best practices of Green Computing adopted by various organizations worldwide. Based on your study/ research you have to propose an action plan for implementing Green Computing practices for your organization. (5Mark)**

**Ans 3a.**

**Introduction**

Green computing involves manufacturing, designing, disposing, and using computers and related resources effectively and efficiently with minimal to no negative effects on the environment. Green computing aims at energy efficiency and power management, using eco-friendly hardware and software, and minimizing the usage of hazardous substances. Green computing furthermore is vital for every class of systems, from large data centers to handheld

**Q3b. The Cloud Computing, most prominent internet- based computing technology wherein almost all the IT companies are planning and designing their software applications and infrastructure. It stands-out as the ever- growing and competent technology due to advancement in computing hardware, economically feasible and simplicity in use for technophile engineers over the globe. It has provided many solutions which are useful for companies as well as individuals. In today’s green IT the energy consumption of software has increased largely, so it needs to be economic and environmental imperative. Therefore, green cloud computing is emergent in solving the issues of global warming.**

**What are the advantages, risks, challenges and disadvantages you may face in implementing cloud based solution for your organization? How asset management can be managed? You may consider any organization of your choice for discussion? (5 Marks)**

**Ans 3b**

**Introduction**

Cloud computing has become a vital infrastructural demand in modern organizations for many reasons, including cost-effectiveness, scalability, and security. However, cloud computing also addresses two crucial aspects of the green IT approach that is energy efficiency and resource efficiency. From an energy