**IT Infrastructure Management**

**June 2023 Examination**

**Question 1: ITIL is a set of detailed practices that align IT services with the needs of the business. Do you recommend it for your organization? Highlight the key factors for your recommendation / rejection.**

**Ans:**

**Introduction**

Whether or not a company should embrace ITIL practices depends on several aspects, all of which need to be considered before making a decision. Earlier than deciding on a desire on whether or not or now not to implement ITIL, it's far vital for companies to carry out an in-intensity look at their requirements and objectives and to be had resources earlier than making a final choice. They must also remember the feasible advantages and potential disadvantages of behaving in this manner.

It is vital to take into account now not just the organization's desires but also its whole

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**Question 2: Using server farms have become imperative. Despite its drawbacks to the environment, most big organizations require server farms. Your task force has to come up with recommendations to minimize the negative effect of server farms and save our planet. What would you propose?**

**Ans:**

**Introduction**

It is essential to remember the effect that server farms have on the encompassing surroundings and devise strategies to mitigate the harm they reason as their prevalence increases. The following are a few recommendations that may be implemented to reduce the unfavourable effects of server farms:

Use hardware this is efficient with electricity. Using efficient hardware with energy is the first step in reducing the negative impact of server farms on the surroundings. Servers, garage

**Question 3. a: Highlight the need of SLM by discussing its purpose.**

**Ans:**

**Introduction**

Service stage management (SLM) objectives are to guarantee that the facts technology services rendered to the purchaser fulfill all the consumer's requirements. Those specs may concern the customer's expectations concerning availability, performance, and essential performance

**Question 3.b : How will you define the goal and scope of the SLM project?**

**Ans:**

**Introduction**

To guarantee the fulfilment of a task, one of the essential steps is to define its dreams and standards in as lots elements as possible. This is especially proper for the service level management (SLM) mission. To identify the goals and parameters of the SLM project, the following is a list of the stairs that I might do if it