**IT Infrastructure Management**

**April 2024 Examination**

**1. Explain the scope, purpose and objectives of service level management to describe how SLM is considered as a process of service design for delivering the levels of availability, capacity, etc. required by the customer. (10 Marks)**

**Ans 1.**

**Introduction**

Service Level Management (SLM) is a pivotal component in the IT Infrastructure Management framework, particularly in the sphere of service design. It plays a crucial role in aligning IT services with the specific needs and expectations of customers. The core purpose of SLM is to establish, manage, and continuously improve IT services to ensure they meet predefined service levels. This process is integral in ensuring that IT services are not only efficient and reliable but also adaptable to changing customer requirements. By focusing on the delivery of agreed levels of service, such as availability, capacity, and performance, SLM becomes a cornerstone in the creation of value for both the service provider and the customer.

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**2. With relevant industry examples, highlight the importance of performance management by elucidating the role it plays in the overall achievement of organizational goals. Elaborate advantages and disadvantages of performance management, while you do so. (10 Marks)**

**Ans 2.**

**Introduction**

Performance management, a pivotal facet of IT infrastructure management, is instrumental in aligning individual performance with the overarching goals of an organization. This dynamic process encompasses monitoring, measuring, and analyzing an organization's IT infrastructure to ensure its effective and efficient operation. In today's digital era, where technology underpins almost every aspect of business, the significance of performance management cannot be overstated. It serves as a critical tool for organizations to not only maintain but also enhance their competitive edge. By continuously assessing the performance of IT systems, businesses can make informed decisions, optimize resource allocation, and ensure customer satisfaction. This process, however, is not without its challenges. While it

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**3. You are the project analyst in a large firm, your goal is to consolidate the servers used and benchmark client requirements against industry best practices. You are championing the concept of virtualization and ITIL want to address your client and answer the following questions they have on the topic.**

**a. Would you recommend ITIL to your client. Justify. (5 Marks)**

**Ans 3a.**

**Introduction**

As a project analyst in a large firm, the task of consolidating servers and aligning client requirements with industry best practices is both challenging and crucial. In this context, the concept of virtualization and the implementation of IT Infrastructure Library (ITIL) frameworks are pivotal. ITIL, a set of detailed practices for IT service management (ITSM), focuses on aligning IT services with the needs of businesses. The recommendation of ITIL to

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**b. Are there any limitations of server virtualization? (5 Marks)**

**Ans 3b.**

**Introduction**

Server virtualization, an innovative technology that has revolutionized the IT landscape, involves creating multiple virtual servers on a single physical server, thereby optimizing resource utilization and providing greater flexibility. This technology is widely acclaimed for its efficiency and cost-effectiveness in IT operations. However, like any technological solution, server virtualization comes with its own set of limitations and challenges. It is