**IT Infrastructure Management**

**December 2024 Examination**

**1. Would you consider implementing ITIL as a framework to enhance the efficiency of IT service delivery in your organization? Outline the crucial factors that would influence your decision to either adopt or reject this approach. (10 Marks)**

**Ans 1.**

**Introduction**   
The Information Technology Infrastructure Library (ITIL) is a widely recognized framework for IT service management (ITSM) that emphasizes aligning IT services with the needs of the business. Organizations aiming to improve the quality, efficiency, and consistency of their IT service delivery often consider adopting ITIL as it provides best practices to streamline IT operations, reduce service disruptions, and enhance customer satisfaction. As businesses become increasingly dependent on IT for their daily operations, the demand for reliable and efficient IT service delivery becomes paramount. ITIL helps in creating standardized processes that ensure accountability,

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**2. Explain the key elements of a virtualization platform at the enterprise level. If you were responsible for training your team on how to implement and manage these components, what specific aspects would you focus on during the training? (10 Marks)**

**Ans 2.**

**Introduction**   
Virtualization has become a fundamental component of modern IT infrastructure at the enterprise level, allowing organizations to optimize resources, reduce hardware dependency, and improve scalability. By creating virtual versions of hardware, software, storage, and network components, virtualization enhances operational efficiency, lowers costs, and improves disaster recovery capabilities. A robust virtualization platform enables businesses to run multiple operating systems and applications on a single physical machine, leveraging hardware resources more efficiently. In an

**3. You are the Head of Information Technology at TechVantage Solutions. Due to the ongoing shift to remote work and the increasing need for virtual connectivity, your CEO has asked you to speak at the upcoming company-wide meeting. As part of your address, you need to outline the core responsibilities of IT system management and be prepared to advise a team member on different organizational management approaches.**

**a. What are the primary responsibilities involved in IT system management? (5 Marks)**

**Ans 3a.**

**Introduction**   
In today's technology-driven environment, IT system management is essential for ensuring the smooth and efficient operation of an organization's information systems. At TechVantage Solutions, where virtual connectivity and remote work have become the norm, effective IT system management is critical to support business continuity, data security, and operational efficiency. IT system management encompasses a wide range of responsibilities, from maintaining hardware and software to

**b. How would you explain different organizational management approaches to a team member seeking guidance? (5 Marks)**

**Ans 3b.**

**Introduction**   
Organizational management approaches define how an organization coordinates its people, processes, and resources to achieve business goals. As a leader at TechVantage Solutions, it is crucial to guide team members by explaining the different management approaches, so they understand how various strategies can be applied in our remote work environment. Whether the focus is on improving efficiency,