



FACULTY/COLLEGE	College of Business and Economics
SCHOOL	School of Economics
DEPARTMENT	Applied Information System
CAMPUS(ES)	APK
MODULE NAME	IT MANAGEMENT
MODULE CODE	ITB2B01/ITM22B2
SEMESTER	Second
ASSESSMENT OPPORTUNITY, MONTH AND YEAR	SSAO – Supplementary Summative Assessment Opportunity January 2020

ASSESSMENT DATE	9 January 2020	SESSION	08:00 – 10:00
ASSESSOR(S)	DR SHOPEE DUBE MR RONNY MABOKELA		
MODERATOR(S)	PROF TRANOS ZUVA		
DURATION	2 hours (120 min)	TOTAL MARKS	100

NUMBER OF PAGES OF QUESTION PAPER (Including cover page)	2
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INFORMATION/INSTRUCTIONS:

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- Question papers must be handed in.
 - This is a CLOSED book assessment.
 - ANSWER ALL QUESTIONS
 - Read the questions carefully and answer only what is asked.
 - Number your answers clearly.
 - Write neatly and legibly.
 - Structure your answers by using appropriate headings and sub-headings.
 - The general University of Johannesburg policies, procedures and rules pertaining to written assessments apply to this assessment.

QUESTION 1

(25)

Problems are a fact of life in all data centers. The sheer complexity of systems and diversity of services offered today all but guarantee that problems will occur.

- a. How do Problem Management and Incident Management differ? Support your answer with an example. (10)
- b. Discuss the process of Problem management. Give a practical example to support your answer. (15)

QUESTION 2

(25)

Define *Capacity planning* in **IT** systems management. Discuss **any five (5) major** reasons why capacity planning is seldom done very well in most infrastructures and suggest what can be done to avoid these problems. (5 marks for capacity planning definition; 4 marks for naming and discussing each reason)

QUESTION 3

(25)

The infrastructure that you manage as the IT manager is sufficient for the time being but you realise that in order for IT to play a more strategic role, the infrastructure needs to be taken to a world-class level. Create and discuss a checklist with any **ten (10) items** that can be used to determine whether the infrastructure is world-class.

QUESTION 4

(25)

Configuration management is the least appealing process but it is also one the most necessary processes. Name and describe in detail **any FIVE (5)** requirements/processes that can be used to improve configuration management, within the MEGA IT division that ensures high quality configuration management. (5 marks for naming and describing each requirement/process).

[100]

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