Contents

Preface vii

1 Introduction 1
1.1 Evolution of Computer 1
1.2 Computer Basics 3
1.3 Network and Internet 5
1.4 Computing Resources 7
1.5 Information Technology 13
1.6 IT Infrastructure Management 15
1.7 Organisation of the Book 16
   Review Questions 16

2 IT Infrastructure 18
2.1 Introduction—IT Infrastructure Management 18
2.2 Challenges in IT Infrastructure Management 19
2.3 Design Issues of IT Organisations and IT Infrastructure 20
2.4 Determining Customers’ Requirements 22
2.5 IT Systems Management Process 22
2.6 IT Service Management Process 24
2.7 Information System Design Process 27
2.8 Patterns for IT Systems Management 31
2.9 IT Infrastructure Library 33
   Review Questions 36

3 Service Delivery Process 38
3.1 Service Level Management 38
3.2 Financial Management 44
3.3 IT Service Continuity Management 50
3.4 Capacity Management 56
3.5 Availability Management 60
   Review Questions 67

4 Service Support Process 70
4.1 Configuration Management 70
4.2 Incident Management 75
4.3 Problem Management 80
4.4 Change Management 86
4.5 Release Management 92
   Review Questions 96

5 Storage Management 98
5.1 Introduction to Storage 98
5.2 Backup and Storage 103
5.3 Archive and Retrieve 105
5.4 Disaster Recovery 106
5.5 Space Management 108
5.6 Database and Application Protection 110
5.7 Bare Machine Recovery (BMR) 111
5.8 Data Retention 112
   Review Questions 113

6 Security Management 114

6.1 Introduction 114
6.2 Computer Security 117
6.3 Internet Security 125
6.4 Physical Security 131
6.5 Identity Management 133
6.6 Access Control System 135
6.7 Intrusion Detection 142
   Review Questions 144

7 IT Ethics 146

7.1 Introduction 146
7.2 Intellectual Property 147
7.3 Privacy and Law 149
7.4 Computer Forensics 153
7.5 Ethics and Internet 156
7.6 Cyber Crimes 159
   Review Questions 163

8 Emerging Trends in IT 165

8.1 Introduction 165
8.2 E-commerce 165
8.3 Electronic Data Interchange 170
8.4 Global System for Mobile Communication (GSM) 172
8.5 Bluetooth 176
8.6 Infrared Technology 179
   Review Questions 183

9 Case Study 184

9.1 Case Study of Asset Network Incorporation 184

Bibliography 191
Index 192