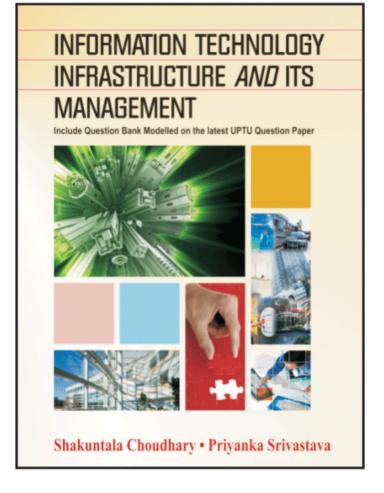
KHANNABOOKS.







Product Description

This book is specially designed to serve as a textbook for undergraduate students of engineering at Uttar Pradesh Techn time in UP technical University. We have tried our best to cover the whole syllabus. Throughout the text, it has been our possible. This book is written exclusively with students in mind. The language in user-friendly and conductive to learning we will be grateful to readers if they can point out any that may have crept in inadvertently.

Table of Contents

Chapter 1: Introduction to IT Infrastructure

Chapter 2: Service Delivery Process

Chapter 3: Service Support and Storage Management

Chapter 4: Security Management

Chapter 5: IT Ethics and Emerging Trends

Question Bank

Author

Shakuntala Choudhary

"Shakuntala Choudhary has completed his Bachelor of Engineering & M. Tech. in Computer Science & Engg. She started College of Engineering and Technology, Jaipur, India. And worked their as HOD of IT Department. She also served in Dror in Bansal Institute of Engineering & Technology, Lucknow. She has rich experience in teaching for various subject like Au Infrastructure. She had certified by ""Faculty Enable Programme"" (FEP) at INFOSYS, Chandigarh. She has published 3 - National level technical papers and Attended various Conferences."

Priyanka Srivastava

Priyanka Srivastava has completed his B.Tech in Information Technology & MBA (IT) from ICFAI Uniteaching career in engineering education from Dr. M.C. Saxena College of Engineering & Technology working as a Faculty in Bansal Institute of Engineering & Technology, Lucknow. She attended various Workshops. She has experience in teaching for various subjects like C-Programming, Web Technology and IT Insfrastructure Management.

