Code: CT43   **Subject: IT MANAGEMENT**

ALCCS

Time: 3 Hours   **JUNE 2015**   **Max. Marks: 100**

PLEASE WRITE YOUR ROLL NO. AT THE SPACE PROVIDED ON EACH PAGE IMMEDIATELY AFTER RECEIVING THE QUESTION PAPER.

NOTE:
- **Question 1 is compulsory and carries 28 marks. Answer any FOUR questions from the rest. Marks are indicated against each question.**
- **Parts of a question should be answered at the same place.**

Q.1   a. Describe the three dimensions of information systems.

      b. What are the challenges posed by strategic information systems and management solutions?

      c. Describe the tools and technologies for providing information from databases to improve business performance and decision making.

      d. Why information systems need special protection from destruction, error and abuse?

      e. Elaborate in brief, how internet technology has changed value propositions and business models?

      f. How executive support system help senior managers make better decisions?

      g. What are the issues and technical alternatives to be considered when developing international information systems? **(7×4)**

Q.2   a. Describe the building blocks of an information system. What business objectives are supported by Information Systems? **(8)**

      b. Explain the different classes of Information System Applications. **(10)**

Q.3   a. Describe the various management issues related to Information system. **(8)**

      b. What do you mean by information system prototyping? What are its benefits and limitations? List and describe the steps in the prototyping process. **(3+3+4)**

Q.4   a. What are the roles of information policy and data administration in information management? **(6)**

      b. Define and give three examples of an unintentional threat to information system. **(6)**

      c. Briefly discuss some of the key strength of using the internet for businesses. **(6)**

Q.5 a. Name and describe the principle technologies and tools that support communication and electronic business. **(10)**

b. What is Business Process reengineering? What are the five steps in redesigning business processes? **(3+5)**

Q.6 a. "IT has made an impact on society" comment on this statement by illustrating positive and negative impacts of IT on People. **(5+5)**

b. Describe some of the qualitative benefits of decision support systems. **(8)**

Q.7 a. Evaluate the business benefits of using intelligent techniques for knowledge management. **(9)**

b. Explain the four major strategies for global business and organizational structure while developing international information systems. **(9)**