

**ALCCS – NEW SCHEME**

Time: 3 Hours

**AUGUST 2013**

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****(7×4)**

- a. What is an electronic market? What are the different types of electronic markets?
- b. Describe the enabling role of Information Technology in business process re-engineering.
- c. Define Explicit knowledge and Tacit knowledge.
- d. What are the potential benefits of telecommuting or virtual work on organizations?
- e. What are the different methods for evaluating and justifying IT investments?
- f. What is perimeter (network layer) security? What are the different tools available for perimeter security?
- g. What is application architecture?

**Q.2**

- a. What are Web-based systems? Give an example of a Web-based system. What are the important features of Web-based functionalities? **(9)**
- b. What is a digital enterprise? Discuss the relationship between a digital enterprise and an e-business company. **(9)**

**Q.3**

- a. What are the problems faced by an organization while implementing an ERP package? **(7)**
- b. Describe the logic of integrating ERP and SCM software. **(4)**
- c. What is customer relationship management? What are the different types of CRM activities? **(7)**

**Code: CT43****Subject: IT MANAGEMENT**

- Q.4** a. What are the impacts of IT on structure, authority, power and job content? (9)
- b. What are the disadvantages of buying IT applications? (9)
- Q.5** a. What are the strategies which the organization should consider in managing the risks associated with outsourcing IT contracts? (9)
- b. What are the benefits of leasing from application service providers? (9)
- Q.6** a. What are the various potential threats to computerized information systems? (9)
- b. What is physical security? What are the different types of physical security controls? (9)
- Q.7** a. What are the five key strategies for e-commerce success? (9)
- b. Briefly describe the following quality and productivity process:
- (i) CMMi
  - (ii) ITIL
  - (iii) ISO9001-2000
- (9)