Q.1  
(7 × 4)

a. Differentiate between ‘Information Technology’ and ‘Information system’.

b. What do you understand by Digital Economy?

c. Why should organizations analyze their processes before implementing an ERP solution?

d. Define and state the significance of ITIL.

e. What are the characteristics of Data Warehousing?

f. What are the drawbacks of outsourcing?

g. What is the difference between ‘two-factor’ authentication and ‘two-tier’ authentication?

Q.2  

a. “There are opportunities for using IT and Web-based system for strategic advantage”. Explain. (9)

b. State activities that are conducted in any manufacturing organization according to Porters value Chain Model. (9)

Q.3  

a. What is the scope of E-CRM? Also state its tools for customer service. (6)

b. What do you understand by Knowledge Management System? State its benefits. (6)

c. What are the limitations of ERP? How does ERP fit with E-commerce? (6)

Q.4  

a. Briefly, describe how IT architecture is driven by business architecture? (9)

b. State emerging trends in Enterprise computing. (9)
Q.5  
a. What do you understand by Service Level agreements (SLAs)? Who should be involved in composing and reviewing these agreements and why?  

b. Define ASPs and list their advantages and disadvantages to companies.

Q.6  
a. State the economic advantages of digital products compared to non-digital products.

b. State the “impact of IT” related to environmental issues.

Q.7  
a. How business continuity and disaster planning can be strategized? Explain the methodology.

b. Write short notes on following:

   (i) IT governance
   (ii) “Plain text” and “Cipher text”.
   (iii) Voice over IP (VoIP).