

ALCCS – NEW SCHEME

Time: 3 Hours

FEBRUARY 2012

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. 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)

Code: CT43**Subject: IT MANAGEMENT**

- Q.5** a. What do you understand by Service Level agreements (SLAs)? Who should be involved in composing and reviewing these agreements and why? (9)
- b. Define ASPs and list their advantages and disadvantages to companies. (9)
- Q.6** a. State the economic advantages of digital products compared to non-digital products. (9)
- b. State the “impact of IT” related to environmental issues. (9)
- Q.7** a. How business continuity and disaster planning can be strategized? Explain the methodology. (9)
- b. Write short notes on following:
- (i) IT governance (3)
 - (ii) “Plain text” and “Cipher text”. (3)
 - (iii) Voice over IP (VoIP). (3)