

**ALCCS – NEW SCHEME**

Time: 3 Hours

**FEBRUARY 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**
- a. Differentiate between Open and Closed system.
  - b. State two advantages and two disadvantages of BPR.
  - c. Describe any four drawbacks of conducting business on the internet.
  - d. Comment on the following:
    - (i) Knowledge Management is about people
    - (ii) Knowledge Management is ever-changing.
  - e. What do you mean by Denial of Service attack? Explain
  - f. Write four major developments that were included in MRP-II as compared to MRP.
  - g. What is meant by RFP? When to use an RFP?
- (7×4)**
- Q.2**
- a. What are five major resources an information system consists of? Explain in detail. **(10)**
  - b. Information needs of an organization are dependent on what factors? Explain the following information systems (IS) required at different level of management:
    - (i) Operational level IS
    - (ii) Tactical level IS
    - (iii) Strategic level IS **(8)**
- Q.3**
- a. Describe in detail the kind of changes that occur when a company re-engineers its business processes. **(9)**
  - b. Explain following three types of CRM mentioning advantages of each:
    - (i) Operational CRM
    - (ii) Analytical CRM
    - (iii) Collaborative CRM **(9)**

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

- Q.4** a. What are the various resources required for successful implementation of e-commerce? (6)
- b. Write a brief note on IBM's Systems Application Architecture. (6)
- c. What is meant by Service Level Agreement (SLA)? Give a list of features one should consider when creating a SLA. (6)
- Q.5** a. Why should one select CMMI for improving business? Describe. (6)
- b. Write a brief note on emerging trends in Enterprise computing. (6)
- c. What is need of Generic application architecture? How application architecture is used? (6)
- Q.6** a. What do you mean by Encryption? Briefly describe two methods for encryption on network. (5)
- b. How public key/private key encryption works? Explain. (6)
- c. What is a digital certificate? Who issues this certificate and what is the purpose of digital certificate? (7)
- Q.7** Write note on any **FOUR** of the following:
- (i) Information Detection System
  - (ii) Geographical Information System
  - (iii) Value Chain Model
  - (iv) Outsourcing as an Economic strategy
  - (v) Information revolution
- (4.5×4)**