

Time: 3 Hours

**FEBRUARY 2014**

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. Define Management Information System. For what purposes MISs are used?
- b. What are the primary activities conducted in any manufacturing organization according to the Porter's value chain model?
- c. What are the different CRM applications?
- d. What are the steps involved in selecting a vendor and a software package?
- e. What are the five major risk areas that executives should consider when taking the decision to outsource the IT services?
- f. What are the different methods of attack on computing facilities?
- g. What is data architecture?

**Q.2**

- a. What is Information Systems Infrastructure? What are the major components of information infrastructure? **(9)**
- b. What is a digital economy? What are the characteristics of a digital economy? **(9)**

**Q.3**

- a. What are enterprise systems? Give five examples of enterprise systems. **(7)**
- b. What are the different types of flows in the supply chain? **(4)**
- c. What is knowledge management? What are the characteristics of knowledge that differentiate it from an organization's other assets? **(7)**

**Q.4**

- a. List and briefly describe the five steps of the IT acquisition process. **(9)**
- b. Define outsourcing. List five benefits of outsourcing. What type of companies provide outsourcing services? **(9)**

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

- Q.5** a. What are the objectives of IT security management practices? (9)
- b. What are the objectives of Information System Audit? (9)
- Q.6** a. Explain the different tools used to evaluate IT investment under Return on Investment method. (9)
- b. Describe the cost curves of regular and digital products. Also list the economic advantages of digital products compared to non-digital ones. (9)
- Q.7** a. What are the ethical issues related to e-commerce? (9)
- b. What are the different levels of information systems based on organizational levels? (9)