

Total No. of Questions : 10]

SEAT No :

P3143

[5154]-709

[Total No. of Pages :2

B.E.(I.T.)

IT / ENABLED SERVICES

(2012 Course) (Elective-III) (Semester-II)

Time : 2½ Hours

Max. Marks : 70

Instructions to the candidates:

- 1) *Answer Q1 or Q2, Q3 or Q4, Q5 or Q6, Q7 or Q8, Q9 or Q10.*
- 2) *Neat diagrams must be drawn wherever necessary.*
- 3) *Figures to the right side indicate full marks.*
- 4) *Use of calculator is allowed.*
- 5) *Assume suitable data if necessary.*

- Q1)** a) Describe IT Application Strategy in brief. [6]
b) Enlist stages of IT Strategy development and implementation. [2]

OR

- Q2)** a) Discuss three important factors of framework of business and IT alignment. [6]
b) Describe 'Leadership level congruence' in brief. [2]

- Q3)** a) What is Critical Success Factor? Explain. [6]
b) What is EITA? What are the components and sub components of EITA? [6]

OR

- Q4)** a) Which are the best practices of achieving good SITP? Explain in brief. [6]
b) Explain following terms with reference to EITA: [6]
i) Business use case model.
ii) Logical data model.
iii) State time model.

- Q5)** a) Describe Service Level Management (SLM) in brief. [8]
b) Explain Capacity Management process. [8]

OR

P.T.O.

- Q6)** a) What is IT Service Continuity Management (ITSCM)? Which are the measures for quick restoration from risk through ITSCM? [8]
b) Describe 'Insourcing' in brief. [8]

- Q7)** a) Describe different types of arrays in PHP. [8]
Create an associative array called \$months that contains the months of the year and the number of days in the months. Display the \$months array.
b) Describe custom error handler function in PHP with suitable PHP program. [8]

OR

- Q8)** a) Describe following terms in brief: [8]
i) UDDI
ii) SOAP
b) Describe methods to send information to PHP file through HTML form. [8]

- Q9)** a) Explain Barriers to trade in ITES and explain role of WTO & UNCTAD in ITES. [9]
b) Discuss current employment in IT/ITES industry. [9]

OR

- Q10)** a) Write short note on ERP. [9]
b) Write a case study on Internet banking. [9]



OR