

Total No. of Questions : 10]

SEAT No. :

P2366

[Total No. of Pages : 2

[5254] - 699

B.E. (Information Technology)(Semester - II)

IT ENABLED SERVICES (Elective - III)

(2012 Pattern)

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 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) Draw figure of Three levels of Business & IT alignment. **[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.

P.T.O.

- Q5) a)** Describe service level management (SLM) in brief. [8]
b) Explain capacity management process. [8]

OR

- Q6) a)** What is IT service continuity management (ITSCM)? Which are the measures for quick restoration from risk through ITSCM? [8]
b) Describe in brief IT Management Layers and Considerations for Outsourcing. [8]

- Q7) a)** Write a HTML program 'new.html' to design form to input Name and email ID. Display the same information through PHP program 'welcome.php'. Use method 'POST'. [8]
b) Write short note on 'PHP session'. [8]

OR

- Q8) a)** Write a program in PHP to sort an array of names in descending order. [8]
b) Explain 'how the exception is handled in PHP' stating proper example. [8]

- Q9) a)** Explain 'Google' considering different aspects of ITES. [9]
b) What are the roles of International bodies in facilitating Trend in ITES? [9]

OR

- Q10) a)** Write short note on ERP. [9]
b) Write short note on 'Outlook of IT and IT Industry'. [9]

