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Roll No.

IT-502

B. E. (Fifth Semester) EXAMINATION, Dec., 2011

(Information Technology Engg. Branch)

IT-ENABLED SERVICES, ETHICS AND MANAGEMENT

(IT-502)

Time : Three Hours

Maximum Marks : 100

Minimum Pass Marks : 35

Note : Attempt all questions. All questions carry equal marks.

1. (a) What are the challenges and inhibitions of IT and business strategy alignment ? 10
(b) Define the stages of IT strategy development and what are the broad steps for developing IT strategy for competitive advantage. 10

Or

2. What is IT and business alignments ? Explain with its three levels and the 3D framework of discipline, design and drive in detail. 20
3. Enumerate and explain some of the prominent best practices for achieving good SITP. What are the typical contents of SITP ? 20

Or

4. Write a short note on the following Strategic IT Planning approaches described by the leading researchers : 10 each
 - (a) IBM business system planning
 - (b) Porter's value chain analysis

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5. (a) What is IT Infrastructure Library ? How does it help in adopting best practices for IT service management ? 10
- (b) What are the imperatives, motivations and need of IT outsourcing ? 10

Or

6. Why is IT service management strategy gaining increasing importance for the current business ? What would be the impact if we continue to adopt ad-hoc approach for managing IT services in leading corporate ? 20
7. Explain traditional knowledge. How is it protected through : 10 each
- (a) patents
- (b) copyrights ?

Or

8. Which caution should be followed using internet ? What etiquettes should be adopted during e-mail ? 20
9. Describe computer professionals behaviour and social view. 20

Or

10. (a) What are computer ethics ? Explain its importance. 10
- (b) What are after-effects of software piracy ? 10