

(3 Hours)

Total Marks: 80

N.B.: (1) Question No.1 is compulsory.

(2) Attempt any three questions from the remaining five questions.

(3) Make suitable assumptions wherever necessary but justify your assumptions.

1. (a) What is IT strategy ? Describe reasons for formulation of IT Strategy ? 05
 (b) Enlist Characteristics of Business Strategy 05
 (c) Describe in brief "IT Management Strategy". 05
 (d) Explain the term Service level agreement 05
2. (a) Draw and explain technology management strategic framework based on available technology, past success and experience 10
 (b) Write a case study on Internet Banking. 10
3. (a) Describe different types of array in PHP with example. 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. Use for each loop 10
 (b) Enlist different measure for quick restoration from failure of critical business processes 10
4. (a) Describe the SITP approach : Nolan's Stages of Growth 10
 (b) Enlist ITIL service support processes. Explain Problem Management Process in details 10
5. (a) Describe Project Management Organization at various stages of maturity 10
 (b) Describe three questions that can be asked for Strategic business planning sting proper example 10
6. (a) Draw diagram of Three levels of business & IT alignment 10
 (b) Describe challenges of business & IT alignment 10