

(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

- Q.1)** Solve any 4 **20**
- 1) Explain “Establish principles before practice”.
 - 2) What is service level management? Also explain financial management.
 - 3) Explain OOP’s concepts used in PHP.
 - 4) What are the contents of typical Enterprise IT Architecture?
 - 5) What is ITIL? Also explain Service Support Processes of ITIL.
- Q.2.** A) Draw the diagrams of three levels of Business and IT Strategy Alignment and also describe challenges for the same. **10**
- B) Explain the concepts of UDDI, WSDL and SOAP. **10**
- Q.3.** A) Describe methods to send information to PHP file through HTML form. **10**
- B) Explain SITP in detail with the help of following points: **10**
- (a) Motivations (b) Prevalent Planning Approaches (c) Difficulties in Execution
- Q.4** A) Explain ‘Exception Handling’ provided by PHP. **10**
- B) Discuss barriers to trade in ITES and explain role of WTO and UNCTAD in ITES. **10**
- Q.5.** A) What are the best practices in achieving good SITP? **10**
- B) Explain the significance of PMO in EITA. **10**
- Q.6)** Write short note on any 2. **20**
- A) Employment in IT/ITES Industry.
 - B) Technology Management Strategy Framework
 - C) Business Process Outsourcing and Insourcing.