

(3 Hours)

80 Marks

- N.B.**
1. Question No.1 is Compulsory
 2. Attempt any THREE questions out of remaining.
 3. Assume suitable data wherever required

Q.1. Answer the following

4*5=20M

- a. Discuss how the following IT service management strategy could be implemented : Financial Management
- b. Discuss IT Service Continuity Management (ITSCM)
- c. With a diagram give the Components of a Typical Enterprise IT Architecture
- d. Explain the Three-D Framework for Business

Q.2. a. Give Barriers to Trade in ITES Role of International Bodies

10 M

- b. State the key principles behind UDDI (Universal Description, Discovery, and Integration)

10 M

Q.3.a. Explain how Portable database is supported with different exception handling in PHP

10 M

- b. List the different Variants of Outsourcing

10 M

Q.4.a. Describe Project Management Organization at various stages of maturity.

10 M

- b. Give an overview of basic features of PHP including arrays, functions and state management.

10 M

Q.5.a Highlight the different Information Technology Infrastructure Library (ITIL) Service Support Processes

10 M

- b Recommend the best Practices for Achieving a Good Strategic IT Planning (SITP).

10 M

Q.6 Write short note on

2*10=20M

- a UDDI
- b SOAP
