University of Mumbai

Examinations Summer 2022
T. E. (Information Technology) (Sem –V) (CBCGS)(R2016)
Course Code: ITDLO5014Elective –I IT Enabled Services
Subject code: 32408

Time: 2hour 30 minutes Max. Marks: 80

Q1.	Choose the correct option for following questions. All the Questions are compulsory and carry equal marks
1.	A turnkey package includes
Option A:	Training
Option B:	Software
Option C:	Hardware
Option D:	All of these
2.	Which is the correct syntax of inheritance?
Option A:	class base_classname :access derived_classname{ /*define class body*/ };
Option B:	class derived_classname : access base_classname{ /*define class body*/ };
Option C:	class derived_classname : base_classname{ /*define class body*/ };
Option D:	class base_classname : derived_classname{ /*define class body*/ };
3.	PHP recognizes constructors by the name
Option A:	function __construct()
Option B:	function_construct()
Option C:	construct()
Option D:	classname()
4.	Which of the following PHP functions can be used to get the current memory usage?
Option A:	memory_get_usage()
Option B:	memory_get_peak_usage()
Option C:	get_peak_usage()
Option D:	get_usage()
5.	Scope of variable declared outside function is
Option A:	Local
Option B:	Global
Option C:	Static
Option D:	constant
6.	ITeS is also called _____ that cover the entire operations which exploit Information Technology for improving the efficiency of an organisation.
Option A:	web-enabled services
Option B:	remote services
Option C:	both of the above
Option D:	none of the above
7.	Which of the following are benefits of IT in business?
Option A:	IT helps in reaching more potential customers
Option B:	IT provides better service to customers
Option C:	Both of the above

Option D:	None of the above
8.	A common reason for changing an information system is
Option A:	New technology
Option B:	New requirements
Option C:	Problems in the existing system
Option D:	All of these
9.	Which of the following is an IT enabled service?
Option A:	Database
Option B:	Spreadsheet
Option C:	Word processor
Option D:	E-Governance
10.	A document covering service and its specifications asked by the customer to meet its business needs
Option A:	Service catalogue
Option B:	Service level agreement
Option C:	Operational level agrement
Option D:	Service level requirement

Q2	
A	Solve any Two 5 marks each
i.	What are the contents of typical Enterprise IT Architecture?
ii.	Explain 3-D framework for business & IT strategy alignment.
iii.	List and explain desired qualities of program office manager.
B	Solve any One 10 marks each
i.	Describe different types of array in PHP with example. create anassociative array called $months that contains the months of the year and thenumber of days in the months. Display the $months array. Use for each loop.
ii.	Describe Technology Management Strategy Framework.
Q3	
A	Solve any Two 5 marks each
i.	Discuss Business Process Outsourcing and Insourcing
ii.	Explain functions used in PHP.
iii.	What is service level management? Also explain financial management
B	Solve any One 10 marks each
i.	Explain SITP in detail with the help of following points: (a) Motivations (b) Prevalent Planning Approaches (c) Difficulties in Execution
ii.	Describe Project Management Organization at various stages of maturity
Q4	
A	Solve any Two 5 marks each
i.	What is IT strategy? Describe reasons for formulation of IT Strategy
ii.	Explain "Establish principles before practice".
iii.	List and explain standards for Enterprise IT Architecture.
B	Solve any One 10 marks each
i.	Discuss barriers to trade in ITES and explain role of WTO and UNCTAD inITES.
ii.	Draw diagram of Three levels of business & IT alignment.