T.E. (IT) (Sem -V) (CB)

(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   10
             describe challenges for the same.
          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   10
             ITES.

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.

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