

(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.** Availability Management
  - c.** With a diagram give the Components of a Typical Enterprise IT Architecture
  - d.** Exemplify the OOP's concept in PHP
  - e.** List the Success Factors for PMO
- Discuss how the following IT service management strategy could be implemented : Financial Management,
- Q.2. a.** Give Barriers to Trade in ITES Role of International Bodies **10 M**
- b.** Give an example of one Case study of ITES-call centers. **10 M**
- Q.3.a.** Portable database supported with different exception handling in PHP **10 M**
- b.** Give the different variants of Outsourcing **10 M**
- Q.4.a.** Give me the role of Inhibitors of Business in IT Strategy Alignment **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 a note on **5\*4=20M**
- a** UDDI
  - b** IT Service Continuity Management (ITSCM)
  - c** SOAP
  - d** Three-D Framework for Business

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