Seat No.:	Enrolment No.

GUJARAT TECHNOLOGICAL UNIVERSITY

ME - SEMESTER- II (NEW) • EXAMINATION - SUMMER - 2017

Subject Code:2725606 Subject Name: IT Systems And Management Time:02:30 PM to 05:00 PM Instructions: Date:30/0 Total Ma			
Q.1	(a)	What is capacity management? Explain various tasks and process involved in capacity management process.	07
	(b)	What are the main functions of configuration management? Explain advantages and cost of configuration management	07
Q.2	(a) (b)	Define the term 'Organization'. Explain the features of organization. Explain different approaches of service level management process. OR	07 07
	(b)	Define the term 'IT infrastructure'. Why is it necessary to have IT infrastructure management activity?	07
Q.3	(a)	What is purpose of an information system from a business perspective? What role does it play in the business information value chain?	07
	(b)	What is cipher text? Explain the difference between secret key and public key cryptography.	07
		OR	
Q.3	(a) (b)	What is availability management? Explain MTTR, MTBF and MTBSI. What is Business process? How information technology improves business processes?	07 07
Q.4	(a)	How does financial management benefit an organization? What are the cost factors included in its implementation?	07
	(b)	How does porter's competitive forces model help companies develop competitive strategies using information system? OR	07
Q.4	(a) (b)	What is ITIL? Compare and contrast ITIL and MOF. Explain People-process-technology approach and strategy-tactics-operations approach in organizational development of IT system management.	07 07
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Q.5	(a) (b)	Explain NPV, Payback period and ROI. Explain CRM.	07 07
Q.5	(a)	OR What is change management? Explain difference between change and release	07
٧.٠	(4)	management.	07
	(b)	Explain SCM.	07
