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GUJARAT TECHNOLOGICAL UNIVERSITY

C	hiaa	M. E SEMESTER – II • EXAMINATION – SUMMER • 2014 t code: 1722305 Date: 20-06-2014	
	•	t code: 1722305 Date: 20-06-2014 Name: IT Strategy and Management	
	Time: 02:30 pm - 05:00 pm Total Marks: 70 Instructions:		
1118	1.	ons: Attempt all questions. Make suitable assumptions wherever necessary. Figures to the right indicate full marks.	
Q.1	(a)	What do you mean by 3-D framework for business-IT alignment? Explain it in details.	07
	(b)	List out steps of COTS package selection life cycle. Explain its second step in details.	07
Q.2	(a) (b)	Explain change management issues of SITP development and implementation. Write a short note on BEST-OF-BREED Consortium approach. OR	07 07
	(b)	What are NPV, IRR, and ROI in project scope management? Explain each with their respective Equations.	07
Q.3	(a) (b)	Explain business benefits in terms of communicating and marketing. Explain implementation stages for IT service management process using ITIL framework.	07 07
		OR	
Q.3	(a) (b)	Write a short note on Variants of outsourcing. Write a short note on ITSCM.	07 07
Q.4	(a)	List out Success factors, Goal indicators and key performance indicators of CobiT PM.	07
	(b)	Write critical factors for the IT benefits realization. OR	07
Q.4	(a) (b)	Explain relationship between Microsoft operation framework (MOF) and ITIL. What is business strategy and IT strategy? List stages of IT strategy development and implementation. Explain any one of it.	07 07
Q.5	(a) (b)	What is infusion and diffusion? Write best practices for achieving good SITP. What is alignment? Write inhibitors of business and IT strategy alignment. OR	07 07
Q.5	(a)	Write a short note on the following:	07
	(b)	(i) PMO Dashboard and reporting (ii) Work breakdown structure What is Service Level Management (SLM)? Explain five main terms associated with SLM List critical success factors for SLM	07
