Enrolment No._____

GUJARAT TECHNOLOGICAL UNIVERSITY ME- SEMESTER II– EXAMINATION – SUMMER 2015

Subject Code: 2725606Date: 01/06/20Subject Name: IT Systems and ManagementTotal Marks:Time: 2:30 PM - 5:00 PMTotal Marks:Instructions:Total Marks:			/06/2015	
		70		
		Attempt all questions. Make suitable assumptions wherever necessary. Figures to the right indicate full marks.		
Q.1	(a) (b)	Explain SCM and SLM. What is an Information System? Explain major functions of information system.	07 07	
Q.2	(a) (b)	What is ITIL? Discuss various processes involved in ITIL. Explain design issues of IT infrastructure. OR	07 07	
	(b)	What is an incident? What is the difference between incident management and problem management?	07	
Q.3	(a)	Define the term -IT Infrastructureø Explain the advantages of IT infrastructure management.	07	
	(b)	Explain Service Transition in detail. OR	07	
Q.3	(a)	Define the terms \div risk and securityø and give the difference between authorization and authentication.	07	
	(b)	Explain challenges in IT infrastructure management.	07	
Q.4	(a)	What is the meaning of Information Technology (IT)? How is it affecting the common life in current scenario?	07	
	(b)	Explain key activities and challenges of change management. OR	07	
Q.4	(a) (b)	Explain IT service continuity management. Explain Capacity management.	07 07	
Q.5	(a)	How does porterøs competitive forces model help companies develop competitive strategies using information system?	07	
	(b)	Explain DSS. OR	07	
Q.5	(a) (b)	Explain MIS. Explain Financial Management.	07 07	
