

GUJARAT TECHNOLOGICAL UNIVERSITY**M. E. - SEMESTER – II • EXAMINATION – SUMMER • 2014****Subject code: 1722305****Date: 20-06-2014****Subject Name: IT Strategy and Management****Time: 02:30 pm - 05:00 pm****Total Marks: 70****Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. 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) Explain change management issues of SITP development and implementation. **07**
- (b) Write a short note on BEST-OF-BREED Consortium approach. **07**
- OR**
- (b) What are NPV, IRR, and ROI in project scope management? Explain each with their respective Equations. **07**
- Q.3** (a) Explain business benefits in terms of communicating and marketing. **07**
- (b) Explain implementation stages for IT service management process using ITIL framework. **07**
- OR**
- Q.3** (a) Write a short note on variants of outsourcing. **07**
- (b) Write a short note on ITSCM. **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. **07**
- OR**
- Q.4** (a) Explain relationship between Microsoft operation framework (MOF) and ITIL. **07**
- (b) What is business strategy and IT strategy? List stages of IT strategy development and implementation. Explain any one of it. **07**
- Q.5** (a) What is infusion and diffusion? Write best practices for achieving good SITP. **07**
- (b) What is alignment? Write inhibitors of business and IT strategy alignment. **07**
- OR**
- Q.5** (a) Write a short note on the following : **07**
- (i) PMO Dashboard and reporting (ii) Work breakdown structure
- (b) What is Service Level Management (SLM)? Explain five main terms associated with SLM. List critical success factors for SLM. **07**
