

*Total No. of Questions : 9]*

*[Total No. of Printed Pages :2*

**Roll No .....**

## **IT - 502**

### **B.E. V Semester**

Examination, December 2012

## **IT ENABLED SERVICES, ETHICS AND MANAGEMENT**

*Time : Three Hours*

*Maximum Marks : 70/100*

- Note:** (1) Attempt *all* questions.  
(2) All questions carry equal marks.

### **UNIT - I**

1. (a) What are the broad steps for developing IT strategy for competitive advantage?  
(b) Explain some of the prominent business and IT alignment tools, tips and Traps.

OR

2. What are the different schools of thoughts for achieving business and IT alignment?

### **UNIT - II**

3. (a) List and explain some of the best practices for achieving good SITP.  
(b) What are difficulties in developing and executing SITP?

OR

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4. (a) What are the contents of a typical enterprise IT architecture?
- (b) Describe the desired qualities of a program office manager.

### **UNIT - III**

5. Write a short note on (Any two)
  - (i) Information Technology Infrastructure Library (ITIL)
  - (ii) IT.SCM
  - (iii) Capacity Management.

### **UNIT - IV**

6. (a) Explain Intellectual property rights and what are the objectives of Intellectual property rights.
- (b) Write short note on Indian Standard Institution.

OR

7. (a) Describe Indian copyright law of 1957.
- (b) Explain e-mail spamming.

### **UNIT - V**

8. (a) How can the IT professional misuse data?
- (b) Describe computer professional's behaviour and social conduct.

OR

9. (a) Write a short note on software piracy.
- (b) What are the moral responsibilities of IT professionals?

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