MASTER OF BUSINESS ADMINISTRATION (MBANIM)

00663

Term-End Examination
December, 2012

MCRI-017 : INFORMATION PROCESSES (ITIL AND COBIT) AND FRAME WORKS (CMM)

Time : 3 Hours   *Maximum Marks : 100*

*Note :   Answer **any five** of the following questions. Each question carries **20** marks.*

1. Explain in detail the service design processes of   **20**
    ITIL.

2. Please explain various security services along with   **20**
    security technologies available against each
    security service.

3. Write and explain in detail about ICT   **20**
    infrastructure management.

4. What is COBIT ? Discuss the various components   **20**
    of COBIT framework.

5. What is CMMI ? Discuss in brief the various   **20**
    components of CMMI model frame work.

6. Explain Sarbanes Oxley Act alongwith compliance tool kit.   **20**

7. Write short notes on *any four* of the following :
   (a) What is 'process area' ? Write various process area components.   **5**
   (b) What is ISO 27001 ? Compare it with ISO 9001.   **5**
   (c) Write atleast five characteristics of capability maturity model.   **5**
   (d) Write in brief on IT challenges aligning with business.   **5**
   (e) Write short notes on Physical and Environmental Security.   **5**

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