MASTER OF BUSINESS ADMINISTRATION (MBANIM)

Term-End Examination

June, 2013

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

Time : 3 Hours   *Maximum Marks : 100*

Note :   *Attempt any five questions.*
      All questions carry equal marks.

1. What is ITIL ? Write in detail on ITIL service operation processes. **20**

2. Explain the role of ICT for ITIL. Also explain what is Infrastructure Management ? **20**

3. What is COBIT ? Write and explain various components of COBIT framework. **20**

4. Explain Service Design Life Cycle. **20**

5. Explain Service Transition Life Cycle. **20**

6. What are malicious Software ? What are the disadvantages and limitations of these types of Softwares ? **20**

7. Write and explain various information security 20
   standards.

8. Write short notes on the following : 20
   (a) Operating System
   (b) Service Strategy Life Cycle
   (c) Network Access Control
   (d) CMMI