

**MASTER OF BUSINESS ADMINISTRATION
(MBANIM)**

Term-End Examination

December, 2013

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

Time : 3 Hours

Maximum Marks : 100

Note : Attempt any five questions.

Each question carry equal marks.

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1. What do you understand by Information Processes ? Write in detail on ITIL service operation processes. 20
 2. What is a 'process area' ? Write and explain in detail various process area components. 20
 3. Write in detail about Information and Communication Technologies (ICT) Infrastructure Management. 20
 4. Explain COBIT ? Write and explain various components of COBIT framework. 20
 5. Explain in detail the Continual Service Improvement Life Cycle. 20

6. What is CMMI ? Write and explain various CMMI core process areas. 20
7. Write short notes on the following : 20
- (a) Service Design Life Cycle
 - (b) Service Transition Life Cycle
 - (c) Service Operation Life Cycle
 - (d) ISO 17799/ISO 27001
8. Explain service transition Life Cycle. 20
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