

**POST GRADUATE DIPLOMA IN HIGHER  
EDUCATION MANAGEMENT (PGDHEM)**

**Term-End Examination**

**June, 2014**

00305

**MES-073 : TECHNOLOGY AND CHANGE  
MANAGEMENT**

*Time : 3 hours*

*Maximum Weightage : 70%*

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**Note :** *All the questions are compulsory. All the questions carry equal weightage.*

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1. Answer the following question in about 600 words.

Discuss the applications of ICT in the administration of higher education institutions.

**OR**

Define change management. Discuss the forces of organisational change.

2. Answer the following question in about 600 words.

Discuss the competencies of change agents.

**OR**

“Intellectual Property Management is crucial.”  
Critically discuss this statement in the context of relevant factors.

3. Write short notes on any *four* of the following in about 150 words each :
- (a) Role of technology in teaching
  - (b) Technology life cycle
  - (c) Enterprise Resource Planning (ERP)
  - (d) Virtual Classroom
  - (e) ERNET
  - (f) Factors determining Sustainability
4. Answer the following question in about 600 words.

Suppose you are working in a higher education institution where computerization is taking place. What would be your reaction on a professional level and personal level ? Discuss it with examples.

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