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**M.E. (Computer Engg.) / (Computer Network) Common  
PRINCIPLES & PRACTICES OF I.T. MANAGEMENT  
(2008 Course) (510103)**

*Time : 3 Hours]*

*[Max. Marks : 100*

*Instructions to the candidates :*

- 1) *Answer any three questions from each section.*
- 2) *Answers to the two sections should be written in separate books.*
- 3) *Neat diagrams must be drawn wherever necessary.*
- 4) *Figures to the right indicate full marks.*
- 5) *Use of electronic pocket calculator is allowed.*
- 6) *Assume suitable data, if necessary.*

**SECTION - I**

- Q1)** a) How do you begin researching a new project? [4]  
b) What is meant by software licensing? What are different modes? How expenses are calculated in this process? [6]  
c) What methods can a project manager use to inspire a team to perform under a tight project deadline? [4]  
d) What is project network diagram give the example? State its uses. [4]
- Q2)** Explain different phases in the projects? What are different deliverables? Write down SRS (software requirements specification) for a given problem definition: on following points.  
Problem definition : Assume a fictional company manufacturing computer spare parts. Write down a SRS for a project which is to develop a software system for automated inventory control management of above company. [16]  
SRS Points :
- |                               |                           |
|-------------------------------|---------------------------|
| a) problem scope              | b) objective              |
| c) vision                     | d) functional requirement |
| e) non functional requirement | f) use case diagram       |
| g) security, etc.             |                           |
- Q3)** a) Comment on different software security policies in India. [3]  
b) What are different copyright laws related to software? [3]  
c) What is meant by 'Knowledge Management'? [2]

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- d) What is difference between CMMI & Six Sigma? [3]
- e) Write down supply chain for software product delivery. [3]
- f) Comment on change management technology. [2]

**Q4)** Being a IT project manager for a IT company explain the following :

- a) What key component does management want to see in an IT budget?[4]
- b) In what ways can a project manager control cost? [3]
- c) How do you show return on investment for technology implementations?[4]
- d) How do you address risk in regard to new technology? [3]
- e) In what ways can a project manager control cost? [2]

**SECTION - II**

- Q5) a)** Discuss the issues relating to business ethics in the case of Satyam Computers, in your opinion. How can such issues be avoided in the future. [6]
- b) Discuss in brief the main functions of management. [6]
- c) Which are the main areas of Employee Welfare in your opinion? [6]
- Q6) a)** Explain the importance of Formal and Informal groups in an organisation & their role in communication with suitable examples. [8]
- b) What are the traits a leader should have, in order to be successful? How can a leader play an important role in Stress Management for his colleagues? [8]
- Q7) a)** Explain the importance of Energy Management in I.T. sector. Which are the major areas needed to be looked into in order to achieve energy efficiency in this sector? [8]
- b) What are the drawbacks of I.T. based services like banking, insurance, etc. in comparison with the same with traditional management? How can these be minimised? [8]
- Q8) a)** Mention and discuss in brief any four important social responsibilities for any business management. Discuss these in brief. [8]
- b) What are the probable reasons for conflicts? How can conflicts be minimised? What is the role of management in conflict resolution & conflict avoidance? [8]

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