

**MASTER OF BUSINESS ADMINISTRATION
(MBANIM)**

00548

**Term-End Examination
December, 2011**

**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. What is ITIL ? Write in detail on ITIL service operation processes. 20
2. Write in detail about Information and Communication Technologies (ICT) Infrastructure Management. 20
3. What is a 'Process area' ? Write and explain in detail various process area components. 20
4. What is COBIT ? Write and explain various components of COBIT framework. 20

5. Write and explain various information security standards. 20
6. What is CMMI ? Write and explain various CMMI core process areas. 20
7. Write any four of the following :
- (a) What is an operating system ? Write various functions of it. 5
 - (b) Write in brief about various security services 5
 - (c) Write short notes on ITIL service life cycle 5
 - (d) What is Malicious Software ? How do you control it ? 5
 - (e) Write short notes on Network Access Control. 5
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