

MAY 2014

P/ID 77821/PMG04

Time : Three hours

Maximum : 100 marks

PART A — (5 × 6 = 30 marks)

Answer any FIVE questions.

1. Discuss I.T. governance implementation practices.
2. Explain Critical success factors for I.T. governance.
3. Explain the emerging technology implementations in to Business goals.
4. State the barriers to strategic alignment.
5. Write about the monitoring technology changes to business goals.
6. Explain how to maintain I.T. initiatives with business objectives and Goals.
7. What are the techniques to measure Consistency in risk management process across I.T. process?
8. Explain the Qualitative and Quantitative approach to I.T. risk management.

PART B — (5 × 10 = 50 marks)

Answer any FIVE questions.

9. Explain Value proposition throughout I.T. investment Life cycle.
10. State impact of external environmental factors to I.T. risks.
11. Describe and discuss about Effective development and deployment of I.T. solutions.
12. Explain standardization and economies of scale of I.T. operations.
13. Discuss Performance management measurement in I.T. sector.
14. Explain root cause analysis of deviances and cost benefit analysis of remediation alternatives.
15. Discuss the Evaluation of report on the effectiveness of strategic alignment.
16. Explain in detail: I.T. contribution to Value delivery.

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PART C — (1 × 20 = 20 marks)

Compulsory

17. DCI wanted to introduce a new process, where a child or young person (or an adult involved with them, such as a practitioner) could make a 'request for services'. This was to be supported by introducing an electronic form, to be completed online or on a mobile device. The process means that the DCI is the first (and main) point of contact at the centre of the system, gathering information about which organisations might already be working with them, and deciding who else might be able to help. This means that the DCI team can plan which services will be most appropriate to help a family or individual, leading to a better outcome for the service user and better use of resources.

The DCI relies on getting the agreement of the young person for this to happen. If a service user isn't willing to consent to their information being shared, they can still receive all the same services, but the DCI is not able to coordinate them and provide a holistic service. The DCI wanted to make sure that they were communicating clearly with the person requesting services. to explain what would happen as part of the process. By communicating more effectively with service users, the consent of the service user becomes more meaningful.

Make solution for the above cases.