

PARUL UNIVERSITY
UNIVERSITY ELECTIVE**B.Sc. (IT)/ B.Sc. (IT) Hons/BCA Hons/BCA Winter 2023 – 24 Examination****Semester: 1****Date: 13/01/2024****Subject Code: 03010801UE01****Time: 10:30 am to 1:00 pm****Subject Name: I.T. governance****Total Marks: 60****Instructions:**

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Make suitable assumptions wherever necessary.
4. Start new question on new page.

Q.1 Answer the followings.**A. Answer / Define the following in short. (05)**

1. Explain CMMI IT Governance Framework.
2. Describe cyber risks in short.
3. Discuss Six Sigma Methodology Case Study in short.
4. Define IT Governance in short.
5. What is the role of Framework in an organization?

B. Multiple choice type questions/ Give the sentence true or false. (Each of 01 marks) (10)

1. IT risk is -----risk.
2. ITIL is a detailed ----- with hands-on information.
3. The ISO/IEC 27001 (ISO 27001) is a set of best practices for organizations to follow to implement and maintain a ----- program.
4. Identifying and assessing IT-related risks is essential for safeguarding an organization's ----- assets and operations.
5. SLA stands for service level -----
6. ----- is one of the key elements of Data Management.
7. The required retention period for the data, based on ----- needs assessment.
8. High-performing ----- services mapped to ITIL processes help keep employees happy and productive.
9. ISO/IEC 38500 was adopted in 2008. (True/False)
10. CMMI stands for capability maturity model -----

Q.2 Answer the followings. (3 Marks Questions.) (Any Five) (15)

1. Explain the impact of IT Risk and Key component of IT risk management.
2. Describe any five ITSM Processes in detail.
3. Explain Vendor Management and its benefits using example.
4. Discuss business continuity planning using suitable diagram.
5. Discuss ITIL v3 life cycle and its 5 titles with suitable examples.
6. Explain How to identify and assess IT related risk?

Q.3 Answer the following. (5 Marks Questions)(Any three) (15)

1. Describe any five steps to manage third party contracts.
2. Explain cyber security governance and its best practices with suitable examples.
3. Discuss resilience in terms of cyber attacks. Also explain organizational resilience.
4. Describe IT organizational structure and reporting line.

Q.4 Answer the following in detail.**A. Explain Performance measurement framework in detail. (05)****B. 1. Describe Data management and its key elements. (05)****B. 2. Discuss decision making and its key elements in detail. (05)**

OR

- B.** 1. Describe IT Service delivery models and its stages. **(05)**
- B.** 2. Discuss IT security framework and its five core functions. **(05)**