

18495

M.Sc./MCA 5th Semester Examination,

January-2009

IT MANAGEMENT

Paper - MCA-24

Time allowed : 3 hours]

[Maximum marks : 75

Note : Attempt any five questions.

1. How will you classify the levels of management in an organization ? Describe the functions performed by different levels of management. Also describe the tasks and responsibilities of a professional manager. 15
2. "Management is regarded as an art by some, science by others and an exact science by many more. The truth seems to be somewhere in between." In the light of this statement explain the exact nature of management. 15
3. "Control is a fundamental function that ensures work accomplishment according to plan." Analyze this statement and outline the various steps involved in the control process. 15
4. What do you mean by Managerial communication ? Discuss the steps for making managerial communication effective in an organization. 15

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5. Describe the IT-supported customer-related activities in sales and marketing. 15
6. Describe the role of functional information systems. Also, discuss the managerial and strategic applications in the Accounting and Finance area that are supported by IT. 15
7. "Substantial participation by users and efficient linking of users and developers are essential to the success of every IT project." Discuss. 15
8. Write short notes on :
 - (a) CAD/CAM
 - (b) Approaches for technology upgrade and change. 15