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Total No. of Pages: 03

Total No. of Questions: 10

MBA (Sem. – 4)
IT CONSULTING
Subject Code: MBA-945-18
M Code: 78027
Date of Examination : 23-12-2022

Time: 3 Hrs.

Max. Marks: 60

INSTRUCTIONS TO CANDIDATES:

1. SECTION-A is COMPULSORY consisting of EIGHT questions carrying TWO marks each.
2. SECTIONS-B consists of FOUR Sub-sections : Units-I, II, III & IV. Student has to attempt any ONE question from each Sub-section carrying EIGHT marks each.
3. SECTION-C is COMPULSORY carrying TWELVE marks.

SECTION-A

1. Write briefly:
 - a) What is meant by Technology Management?
 - b) What is the need for Life Cycle Assessment?
 - c) What is service level agreement?
 - d) What is meant by periodic review?
 - e) What is the need of business ethics?
 - f) What is the role of responsibility in Ethical Consulting?
 - g) What is the need for IT consulting?
 - h) What is Request For Proposal?

SECTION-B
UNIT-I

2. Write notes on
 - a) Technology life cycle
 - b) Competencies of a consultant

3. Write notes on
 - a) Consulting Models
 - b) Role of a consultant

UNIT-II

4. Write notes on
 - a) Evolution of Life cycle assessment
 - b) Code of good conduct of Life cycle assessment (LCA)
5. Write notes on
 - a) How to Identify problems and business needs
 - b) Stages of Product LCA

UNIT-III

6. Discuss in detail the proposal review and selection procedure. Explain by citing relevant examples.
7. Write notes on
 - a) Components of SLA
 - b) SLA Metrics

UNIT-IV

8. Discuss different approaches to Ethics. Explain by citing examples
9. Write notes on:
 - a) Reasons for Consultant's unethical behaviour
 - b) Ethics and Self Interest

SECTION-C

10. Case Study- Service Level Agreements at Monash University

How will SLAs be managed within the Monash approach to quality? A starting point will be to examine the Monash SLA model from the perspective of the values and principles that define Quality at Monash. Following core values and principles underpin the Monash approach to quality, each of which is operationalised through the SLA process. They are, with discussion on relevance to SLAs, as follows.

1. Professional responsibility- Responsibility for delivering quality is seen as best located with the person closest to that particular activity. With service level agreements, those people delivering the service will be responsible for delivering it according to outcomes (identified through the SLA itself and key performance indicators) agreed between faculties and the service provider, will be encouraged to seek opportunities to improve the service, and will be empowered to respond to customer complaints and problems.

2. Diversity, devolution and comparable treatment - Quality at Monash embraces both the need for comparable treatment and for devolved decision-making and acknowledges the creative tension between these principles. Service level agreements will have both sufficient consistency to serve as a single paradigm (and minimum standard) for service delivery, but will allow for individual variation and the provision of differentiated services. It is acknowledged too, that there may be no simple solutions to some of the complex issues that may arise through this process, but that the approach will be open and informed.

3. Open and informed approach - Monash values an approach to quality that is thoughtful, informed and flexible. The planning of the SLA project has been informed by an extensive literature review and visits (both actual and virtual) to other practitioners. The model has been developed through extensive consultation with all stakeholders, so that it will provide the best possible 'fit' for their needs and will engender ownership in the short and long term. Two way communication processes are seen as essential both at the institutional level and at the unit level, to ensure commitment from all stakeholders.

4. Self reflection and external reference - Monash values the process of learning and improving through self-reflection and the use of good information as the basis for that reflection. The ongoing management and improvement of SLAs will be informed by stakeholder feedback both the intermediate customer (faculty managers and their immediate constituents) and the end user customer (students and staff). The feedback process is still being developed, and is likely to involve initial research into end user customer needs and expectations as well as levels of satisfaction, and later, processes for monitoring ongoing performance and consulting with key customers to determine their satisfaction and future needs.

Question

Discuss how the core values and principles at the Monash approach are operationalised through the SLA process

NOTE : Disclosure of Identity by writing Mobile No. or Marking of passing request on any paper of Answer Sheet will lead to UMC against the Student.