

Important Questions for CA IPCC 'ITSM' May 2013

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Important questions for Strategic Management

- Elements of macro environment, Kieretsu, Five forces model and VCA by Michael Porter, Strategic approaches to be global
- Strategic Management, SM Model, Strategic levels in organizations
- Strategic Group, St. Analysis, SWOT, TOWS, PDLC, BCG, GE Matrix
- Expansion through diversification
- Marketing strategy techniques
- Six Sigma, TQM

Important questions for Information Technology

- ER diagram, Distributed databases, Architecture of DBMS
- ERP, DSS
- Flowcharts, Type of Decision tables, System Flowcharts vs. Programme Flowcharts
- Intranet Vs. Extranet, VPN, Bullwhip effect
- Network Topologies, OSI Vs. TCP/ IP, Routers, Public Data Centre, Disaster recovery sites, BCP

Warm regards,

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