

**SUBJECT: TECHNOLOGY MANAGEMENT**

Day: Friday  
Date: 30/11/2018

Time: 02.30 pm to 05.30 pm  
Max. Marks: 60

**W-2018-1164**

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**N.B.**

- 1) **Q.1** is **COMPULSORY** and carries **20** marks.
  - 2) Answer **ANY FOUR** from remaining **FIVE** Questions (Each carry **10** marks).
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**Q.1** Write short notes on **ANY TWO** of the following

- a) Production Acceptance
- b) Availability
- c) Disaster Recovery
- d) Capacity Planning

**Q.2** What is the difference between Tangible and Intangible assets? Give Example of each. Which is more valuable for the organization- explain with examples.

**Q.3** “Indian firms must learn to **absorb** imported technologies if they want to become self-reliant.” Explain the statement, highlighting the need for technology absorption. What should be the important elements of management of technology absorption at the enterprise level?

**Q.4** “Every technology eventually reaches a **decline** phase.” Discuss the reasons for such decline and suggest measures that could be helpful in arresting or postponing such decline.

**Q.5** What is “**customer service**”? What is the reason for it? Describe the 5 key steps of Customer Service.

**Q.6** Explain the term “**Intellectual property (IP)**”? Why is IPR desirable? How is IPR Administered?

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