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Name.....

Reg. No.....

**FIFTH SEMESTER B.Com. PROFESSIONAL DEGREE EXAMINATION,
NOVEMBER 2019**

(CUCBCSS-UG)

CC17U BCP5 B06 - INFORMATION TECHNOLOGY FOR BUSINESS

B.Com. Professional - Core Course

(2017 Admission Regular)

Time: Three Hours

Maximum: 80 Marks

Part A

Answer *all* questions. Each question carries 1 mark.

Choose the correct answer:

1. Acquire, Enhance and Retain are the three phases of _____
a. SCM c. CRM b. TQM d. EDP
2. A _____ stores data that have been extracted from various operational, external and other databases of an organization.
a. Data mining c. E-commerce b. Data warehouse d. Spreadsheet
3. _____ record and process the data from various business operations.
a. MIS c. Expert Systems b. TPS d. ERP
4. A situation where a person is given too much of information and is unable to take optimal decision is called _____
a. Information overload c. Virtual office
b. DBA d. PAN
5. The planned application of integrated information handling tools and methods to improve productivity of people in office operations is called _____
a. Spreadsheet c. CRM b. Office automation d. MIS

Fill in the blanks:

6. Workbook is a collection of _____
7. EDP stands for _____
8. The internet and internet like networks inside the enterprise is called _____
9. The standard set of rules and procedures for control of communications in a network is called _____
10. Computer network for interconnecting devices centered on an individual person's work space is called _____

(10 x 1 = 10 Marks)

Part B

Answer any *eight* questions. Each question carries 2 marks.

11. What do you mean by network topology?
12. What is a Virtual Private Network?
13. Explain Knowledge Management.
14. What is Data mining?
15. What is a multiplexer?
16. What is a Decision Support System?
17. Define data and information.
18. What is video conferencing?
19. What is What-If analysis?
20. Explain the components of a network.

(8 x 2 = 16 Marks)

Part C

Answer any *six* questions. Each question carries 4 marks.

21. Differentiate between RDBMS and DBMS.
22. What are the objectives of Office automation?
23. Write a note on Inter-network processors.
24. Explain about Artificial Intelligence.
25. Explain Data warehousing with necessary diagrams wherever necessary.
26. Explain any four Database structures with the help of diagrams wherever necessary.
27. Explain Goal Seek analysis.
28. What is the role of DBA in the development of a database?

(6 x 4 = 24 Marks)

Part D

Answer any *two* questions. Each question carries 15 marks.

29. Explain about the different types of Information systems.
30. Explain the concept of SCM and CRM.
31. Discuss about the different types of network.

(2 x 15 = 30 Marks)
