FIFTH SEMESTER B.Com. PROFESSIONAL DEGREE EXAMINATION, NOV. 2020
(CUCBCSS-UG)
(Regular/Supplementary/Improvement)
CC17U BCP5 B06 - INFORMATION TECHNOLOGY FOR BUSINESS
(Core Course)
(2017 Admission onwards)

Time: Three Hours   Maximum: 80 Marks

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

Choose the correct answer:

1. An organised combination of people, hardware, software, communication network, data and procedures for storing, retrieving and disseminating information is called

   a) Protocol   b) FTP

   c) Information System   d) Artificial Intelligence

2. _____ enhance team and workgroup communication and productivity by employing office automation system.

   a) Transaction Processing System   b) Enterprise Collaboration System

   c) Process Control System   d) Decision Support System

3. The internet and internet like networks between an enterprise and its trading partners is called

   a) DBMS   b) Telecommunication

   c) Intranet   d) Extranet

4. The network topology which ties end user computers to a central computer is

   a) Bus   b) Star   c) Ring   d) Mesh

5. Electronic exchange of business transaction documents over the internet between supply chain trading partners is

   a) ERP   b) SCM   c) EDI   d) CRM

Fill in the blanks:

6. Abbreviation of USB is _____

7. _____ feature of Excel has the ability to fill out some cells with values that belong to a common series.

8. DTP stands for _____

9. A communication processor that allows single communication channel to carry simultaneous data transmissions from many terminals is called _____

10. In a Relational structure, all data elements within database are stored in two dimensional tables called _____

(10 x 1 = 10 Marks)

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

11. What is a spreadsheet?

12. What do you mean by quality of information?

13. What is a virtual office?

14. What is email?

15. What are the three fundamental roles of business applications of Information System?

16. What is E-commerce?

17. What is Process Control System?

18. What is data mining?

19. What is Artificial Intelligence?

20. Discuss about Hub and Switch.

(8 x 2 = 16 Marks)

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

21. Discuss the challenges faced by Information system.

22. Define Expert Systems. What are the components of Expert Systems?

23. What is a tele-communication network? Explain the various types of network with appropriate diagrams wherever necessary.

24. What is Scenario Management?

25. What is DBMS? What do you mean by Data warehousing?

26. Discuss the various types of Information.

27. Explain the various methods of office automation.

28. Explain the concepts:

   a) TQM

   b) Knowledge Management.

(6 x 4 = 24 Marks)

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

29. What is the strategic role of MIS? Explain the operations and management classification of Information Systems?

30. Explain the concepts: SCM and CRM?

31. a) Explain about Inter- network processors.

   b) Explain the various database structures with the help of diagrams wherever necessary?

(2 x 15 = 30 Marks)

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