20U555		(Pages: 2)			Name:			
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FIFTH	I SEMEST.	ER B.Com. I		SIONAL I CBCSS-U		XAMINATI	ION, NOV. 202	2
(Regular/Supplementary/Improvement)								
	CC17U B	CP5 B24 - IN		•	-		JSINESS	
			(C	ore Course	<u>.</u> )			
			(2017 Ac	lmission o	nwards)			
Time:	Three Hours	3				Max	imum: 80 Mark	S
Choos	e the correct	answer:						
1.	1 include a family of software modules that provides the tools that enable							
	business and its employees to provide fast, convenient and consistent service to its							
	customers.							
	a. CRM	b.	IT		c. SCM	d.	. ERP	
2.		enhance te	eam and	workgrou	p communi	cation and	productivity b	y
	employing office automation system.							
	a. Transaction Processing System				b. Process Control System			
	c. Enterprise Collaboration System d. Decision Support System							
3.	The internet and internet like networks between an enterprise and its trading partners is							
	called							
	a. DBMS				b. Intranet			
	c. Telecommunication				d. Extranet			
4.	Telecommunications networks covering a large geographic area are called							
	a. LAN	b.	MAN		c. WAN	d	. All of these	
5.	5. Electronic exchange of business transaction documents over the internet between supply chain trading partners is							
	a. ERP	b.	EDI		c. SCM	d	. CRM	
Fill in	the blanks:							
6.	Abbreviation	on of USB is						
7 feature of Excel has the ability to fill out some cells with values								g
	to a commo	on 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	•	is the process by which data in a data warehouse are analysed to reveal						
	hidden patt	en patterns and trends in historical business activity.						

 $(10 \times 1 = 10 \text{ Marks})$ 

## Part B

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

- 11. What is a spreadsheet?
- 12. Write about Bluetooth and wifi.
- 13. What is a virtual office?
- 14. What is data mining?
- 15. What are the three fundamental roles of business applications of Information System?
- 16. What is Transaction Processing System?
- 17. What is Process Control System?
- 18. What is client server network?
- 19. What is Artificial Intelligence?
- 20. Discuss about Hub and Switch.

 $(8 \times 2 = 16 \text{ Marks})$ 

## 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. Differentiate between RDBMS and DBMS?
- 26. What is the role of DBA in the development of a database?
- 27. Explain Data warehousing with necessary diagrams wherever necessary.
- 28. Explain the concepts:
- a) TQM
- b) Knowledge Management.

 $(6 \times 4 = 24 \text{ Marks})$ 

## Part D

Answer any two questions. Each question carries 15 marks.

- 29. Explain Goal Seek Analysis and What If Analysis?
- 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?

 $(2 \times 15 = 30 \text{ Marks})$ 

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