M. COM
Third Semester
INFORMATION TECHNOLOGY & BUSINESS
(MCM - 302)

Duration: 3Hrs.   **Full Marks: 70**

Part-A (Objective) =20
Part-B (Descriptive) =50

(PART-B: Descriptive)

Duration: 2 hrs. 40 mins.   **Marks: 50**

Answer any *four* from *Question no.* 2 to 8
Question no. 1 is compulsory.

1. Elaborate upon the Information Technology and Telecommunication in Business with relevant example.   (10)

2. Explain with relevant illustrations the different stages of Decision-Making. Also elaborate upon the different decision making environments.   (6+4=10)

3. Explain the information equations. What are the different models of database?

(5+5=10)

4. Explain with the help of an illustration, one of the processes of MIS design. (10)

5. What are the various forms and types of e-Business? What is the importance of a "Payment Gateway"?   (3+3+4=10)

6. What do you mean by Decision Support System? Explain the various components of a Decision Support System?   (3+7=10)

7. Explain with appropriate illustration, the processes involved in an e-Business citing relevant example.   (6+4=10)

8. Define: (2.5×4=10)

   a. MMSS   b. OLAP   c. EIS   d. Bill desk

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Duration: 20 minutes   **Marks – 20**

(PART A - Objective Type)

I. Choose the correct answer: 1×20=20

1. A System as defined by Zeleny constitutes all of the following, but not?
   a) Malware   b) Software
   c) Brain ware   d) Hardware

2. Components of a decision support system are the following, but not?
   a) Data Management Sub System   b) Software Management Sub System
   c) User Interface Management System   d) Knowledge Management Sub System

3. OLTP stands for _____

4. MAN stands for
   a) Metro Area Network   b) Management Area Networks
   c) Multiple Area Networks   d) Modern Area Networks

5. In B2B, C2C and C2A, 'C' stands for:
   a) Client   b) Custodian
   c) Customer   d) Consumer

6. Model Base is a component of:
   a) MBSS   b) MMSS
   c) MBMS   d) MDMS

7. Which of the following is not a process of MIS design?
   a) SDLC   b) Iterative
   c) Analytical   d) Prototyping

8. OLAP stands for _____

9. Acronym PODSCORB stands for _____

   _____

10. Floor level management of an organization are associated with which of the following
    categories of Information Systems:
    a) TPS   b) OAS
    c) Both 'a' & 'b'   d) Neither 'a' nor 'b'

11. MS Office is an example of:
    a) Application Software
    b) Model Base
    c) neither a nor b
    d) Both a and b

12. Which of the following is not an example of e-Payment system?
    a) e-Cash
    b) Smart Cards
    c) Cheques
    d) ATM Card

13. Decision making process does not involve the following:
    a) Intelligent Phase
    b) Integration Phase
    c) Design Phase
    d) Choice Phase

14. Data + _____ + _____ = Information

15. "Controlling" as a management function involves:
    1. Initiating Corrective Measures.
    2. Establish Standards.
    3. Measure Current Performance and Compare the same with Established Standards.

    Answer-
    a) 1→2→3
    b) 2→3→1
    c) 3→2→1
    d) 2→1→3

16. 80:20 rule is also known as:
    a) Pareto's Law
    b) Law of Mal-distribution
    c) Both 'a' & 'b'
    d) Neither 'a' nor 'b'

17. Query Facility is seen in:
    a) DMSS
    b) MMSS
    c) UIMS
    d) KMSS

18. Data Dictionary is seen in:
    a) DMSS
    b) MMSS
    h c) UIMS
    d) KMSS

19. Which of the following is not a form of e-Commerce?
    a) B2B
    b) C2C
    c) B2D
    d) A2C

20. _____ + Insight = _____

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