



INDIAN INSTITUTE OF MATERIALS MANAGEMENT
Post Graduate Diploma in Materials Management
Graduate Diploma in Materials Management

Dec 2014

PAPER No. 4 (Old)

IT and E-COMMERCE

Date: 16.12.2014

Max Marks: 100

Time : 2.00 p.m. to 5.00 p.m.

Duration: 3 Hrs

Instructions:

1. From Part "A" answer all the questions (compulsory). Each sub-question carries 1 mark. **Total marks = 32**
2. From Part "B" answer any three questions out of five questions. Each question carries 16 marks. **Total marks = 48**
3. Part "C" is a case study (compulsory) **Total marks = 20**

PART - A

(compulsory). Each sub-question carries 1 mark.

32 marks

Q.1. Expand the following.

- | | | | |
|---------|---------|--------|----------|
| 1. HTML | 2. SMTP | 3. RAM | 4. ASCII |
| 5. DVD | 6. SQL | 7. FAT | 8. HTTP |

Q.2. State true or false.

1. A web page is an electronic document containing text and graphics (drawings) animation, sound and information which are linked to related information.
2. In case of Local Area Network all the computers within an organization are connected using copper or fibre optics cables.
- 3 MS Excel handles dates as serial numbers and represents them in different formats.
4. Each cell in a spreadsheet program has an unique address which is composed of the row and column of the cell.
5. The column width of a column in MS Excel can be changed by clicking on right hand Border of the column and dragging it left or right up to desired width.

6. In MS Excel one can auto fill the data such as text and numbers.
7. Cache Memory has the shortest access time.
8. Low cost business terminals with small antennas, generally termed as Very Small Aperture Terminal can be used in most diverse satellite network architecture.

Q.3. Match the following.

- | A | B |
|-----------------------------|--------------------------------------|
| 1. Uniform resource Locator | a Address on the Web |
| 2. Recycle Bin | b Windows XP Operating System |
| 3. MS Excel | c Application of meshed VSAT network |
| 4. Amazon.com | d Making & keeping backup of data |
| 5. Visual Display Unit | e Virtual Corporation. |
| 6. Video conferencing | f Hide / Unhide of row and column |
| 7. Graphical User Interface | g Operating System |
| 8. CD & Pen Drive | h Output Device of a computer |

Q.4. Fill in the blanks.

1. -----is a program that lets you create update and administer a relational database.
2. -----is a spreadsheet program that can be used to _____ , _____ and work on data.
3. _____ _____ _____ interconnect computers which are geographically far apart and make use of communication channels like telephones or leased lines.
4. Transmission of an electronic message sent from one electronic device to another via communication network is called _____.
5. _____ is a system that allows customers to pay by credit card without revealing _____ the credit card number to the merchant.
6. Three important parts of UNIX operating system are _____ , _____ and _____.
7. _____ command in UNIX duplicates standard input then sends one copy to standard out put and saves another in a file.

8. _____ , _____ , _____ process is the computer to computer exchange of business documents between companies which replaces faxing and mailing paper documents.

Part – B

(48 marks)

(Answer any three questions out of five questions. Each question carries 16 marks).

- Q.5. a) What do you understand by the term Decision Support System .
b) What are the benefits of Centralized Computing Solution.
- Q.6. a) Discuss in detail about the concepts , technologies and characteristics associated with five generations of computers .
b) Explain utility and some applications of general purpose Application Software.
- Q.7. Write short notes on
a) E-Commerce
b) RFID systems
c) Auxiliary Storage Memory
d) Information Technology in Business Process Re-engineering
- Q.8 a) Explain the following Power Point functions.
i) Edit Menu ii) Format Menu iii) Tools Menu iv) Slide show
- Q.8 b) How will you perform the following functions in MS- Word ?
i) Creating Word Document ii) Editing Text
iii) Coping , Editing and pasting text iv) Crating Tables
- Q.9 . Explain the role and benefits of Information Technology in various sectors in India, with suitable examples from your experience.

Part – C (compulsory)

Q.10 Case study:

(20 marks)

Based out of Powai, Vanilla Biscuits and Bakery is a wholesale bakery. Its customers include restaurants, cake stores, coffee shops etc. They rarely, if at all, deal with individual customers. Management has decided to implement an Information system that has primarily three features – The Order Manager, The Product Manager and the Customer Manager. The Order Manager helps create orders, with an option to view and print invoices as orders are added. The Product Manager helps to easily add, edit and remove products and set pricing. The Customer Manager holds all client information – contact details, prior purchases for the last quarter. The system supports basic reporting such as weekly sales, reports comparing current sales with past sales for all products and orders placed by customers.

- Would you classify the above system as an Operation-level system, Managerial-level System or a Strategic level system? Explain your answer. (7 marks)
- List some of the possible structured, semi-structured and unstructured decisions that may be required at the Bakery (7 marks)
- What type of decisions will the above system support? (6 marks)
