



INDIAN INSTITUTE OF MATERIALS MANAGEMENT
Post Graduate Diploma in Materials Management
Graduate Diploma in Materials Management
PAPER No. 4
INFORMATION TECHNOLOGY & E-COMMERCE

Dec. 2016

Date: 14.12.2016

Max Marks: 100

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

Duration: 3 Hrs

Instructions:

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|--|-------------------------|
| 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 |
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PART - A

(compulsory). Each sub-question carries 1 mark. 32 marks

Q.1 Fill in the blanks:

(8 marks)

1. A _____ is an electronic machine that takes input from user and stores and processes the given input to generate the output in the form of useful information to the user.
2. In _____ interface, users type the commands pertaining to the tasks that they want to perform.
3. Strategic information is required for _____ of the business.
4. _____ is an address of a document on the web on the Internet.
5. _____ defines the Conceptual Schema of a Database.
6. Head Quarter of SAP is situated at _____.
7. _____ operating system handles Airlines Reservations.
8. _____ refers to the physical parts of computer.

Q.2 Multiple Choice Questions

(8 marks)

1. Which of following is a characteristic of the modern digital computer?
a) High speed b) Large storage capacity c) Greater accuracy d) All of the above
2. In which Generation of Computers, assembly language was introduced?
a) First b) second c) Third d) fourth
3. Which of the following functions is provided by an Operating System?
a) Process Management b) Security Management c) File Management d) All of the above

4. Which system is an integrated, user-machine system for providing information to support operations, management, and decision- making functions in an organisation.
- a) Information System b) Management Information system
c) Transaction processing System d) Decision Support System
5. E- tailing refers to:
- a) Booking tickets online b) Making bank related transactions online
c) Placing Grocery and domestic products online d) Placing books and CD's online
6. Which is a collection of interlinked hypertext documents stored on computers all around the world?
- a) Email b) URL c) WWW d) IP address
7. Which of the following organizes data into tables?
- a) Hierarchical Model b) Relational Model c) Network Model d) Context Model
8. Which E- Commerce model uses reverse pricing model?
- a)C2B b)B2C c) C2G d) C2C

Q:3 Say TRUE/ FALSE

(8 marks)

1. Fourth generation computer use integrated circuits.
2. GUI stands for Graphical user interconnection.
3. ROM retains its contents even after the computer is turned off.
4. Duplication of data items in multiple files is normally cited as the principal disadvantage of file-based systems.
5. Browser is a software program for getting information from the WWW.
6. E-Bay website facilitates consumer-to-consumer e-commerce.
7. The two most widely used EDI standards are ANSI X.12 and UN/EDIFACT.
8. e- Communication is used for arranging of state Governance based on electronic tools for collecting, Processing and dissemination of information.

Q:4 Write Full Form of Following:

(8 marks)

1. DBMS -
2. TCP/IP -
3. IPOS -
4. VDU -

5. NIC -

6. MRP -

7. FEDI –

8. B2E -

PART –B

(48 marks)

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

Q.5 Define computers and also explain their classification and Characteristics.

Q.6 Mention the primary functions of Operating system. Explain the difference between Time Sharing Multiprogramming and Multiprocessing Operating System?

Q.7 Why Information System is important for an organisation? Explain different phases in the development of Systems.

Q.8 Discuss the objectives and models of E- Governance. What are the Risks and Issues involved in Implementing E- Governance?

Q. 9 Write Brief note on following:

- a) SAP b) E- Commerce Disadvantages. c) DNS d) EDI

PART –C

(20 marks)

(Compulsory)

Q.10 Case Study:

XYZ pvt. Ltd. is an organisation that deals in the manufacturing of electronic products. Earlier, the organisation used to trade through an indirect distribution channel in which the products were first sold to the wholesalers, which were further sold to retailers. Finally, the customers buy the products from the retailers. Later than, the organisation faced a tremendous downfall in its annual sales. After research, the organisation came to know that the customers were not satisfied with the products. As the trading of products was through indirect distribution channel; thereby, the organisation was not able to receive the adequate feedback from the customers. Therefore, the organization decided to implement business in new way. In this case, what is the most effective way to develop their business and how IT and e- Commerce solutions will handle the role?
