



INDIAN INSTITUTE OF MATERIALS MANAGEMENT
Post Graduate Diploma in Materials Management
Graduate Diploma in Materials Management
PAPER No. 4
IT and E-COMMERCE

June 2017

Date: 13.06.2017

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 |
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PART - A

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

Q.1 Fill in the blanks: (8 marks)

1. processors are used in special purpose applications.
2. are generally used for CAD applications.
3. The term refers to the physical parts of the computer.
4. holds permanent data.
5. URL stands for
6. applications include taxation, procurements etc.
7. A are the most powerful computers.
8.) ALU stands for

Q.2 . Match the following: (8 marks)

- | | A | B |
|----|-----------------|-----------------------------|
| 1. | Protocol | a. Time sharing system |
| 2. | UNIX | b. Set of rules |
| 3. | HTML | c. Search Engine |
| 4. | Lycos | d. Language |
| 5. | IE | e. Firewall service |
| 6. | EFT | f. Financial Intermediaries |
| 7. | ISP | g. Internet Browser |
| 8. | Payment Gateway | h. Paperless Payment |

Q. 3. Say true or false:

(8 marks)

1. The abacus is first known calculating device.
2. Blaise Pascal used the idea of employing punched cards.
3. Babbage was the first person to conceive the “stored program” concept.
4. Printer is an input device.
5. ABC was the first special purpose, electronic computer.
6. The MARK II was the first electromechanical calculator in the world.
7. Vacuum tube were used as an electronic component in first generation.
8. IC were used as an electronic component in second generation.

Q. 4. Write the full forms of the following:

(8 marks)

1. RTOS
2. GUI
3. HTC
4. ICT
5. ULSI
6. DDL
7. DBMS
8. SCM

PART –B

(48 marks)

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

- Q. 5 Explain, in brief, the various generations in computer technology.
- Q. 6 Explain the purpose of a database. What are the basics of database management system?
Discuss.
- Q. 7 What are the various services available on the internet? Explain each of them in detail.
- Q. 8 What is E-commerce? What are the advantages and disadvantages of E-commerce?
- Q. 9 Explain the following terms in detail:
a) Operating System b) EDI

PART –C

(20 marks)

(Compulsory)

Q. 10 Case study:

Infosys implemented service desk functionality of SAP Solution Manager and integrated it with the CA Unicenter Service Desk with the following functionalities:

Direct creation of support messages from any transaction, Automatic capture of important data about the system in which the support message was created, e.g. installation number, installed software components, operating system, transaction, screen number. Display customer data, problem description, priority, attached documents, Service Level Agreements (SLA).

What are the Benefits realized by the Client? Explain in details.
