

**DEC-2009**

**INDIAN INSTITUTE OF MATERIALS MANAGEMENT**

**Post Graduate Diploma in Materials Management**

**Graduate Diploma in Materials Management**

**PAPER 4  
IT and E-COMMERCE**

Date:-11.12.2009  
Time:2.00 pm to 5.00 pm

Max Marks:100  
Duration:3Hrs

**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 5 questions. Each sub-question carries 16 marks.  
Total marks = 48.
  3. Part “C” is a case study (compulsory)  
Total marks = 20.
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**Part - A**

**Q.1. Expand the following.**

- |           |         |       |       |
|-----------|---------|-------|-------|
| 1. EEPROM | 2. VSAT | 3.URL | 4.ISO |
| 5.B2C     | 6. EFT  | 7.VPN | 8.VAN |

**Q.2. State true or false.**

1. Voice recognition is the capability of the computer to understand verbal instructions.
2. SMTP provides mechanism for transmission of mail.
3. Object oriented languages were introduced in first generation.
4. LAN is the interconnection of computers throughout the globe.
5. Unicode converts binary file into ASCII.
6. The government of Singapore enacted a law for copyright.
7. Netware is responsible for the creation and maintenance of intranet servers & services.
8. Scanner is an output device.

**Q.3. Match the following. (SOLUTIONS)**

	A		B
1.	Purpose of computer is to process	A	Protocols
2.	QWERTY	B	California
3.	Win 98	C	data into information.
4.	Cache Memory	D	1024 KB
5.	TCP/ IP	E	Operating system
6.	MS Excel	F	Has the shortest access time
7.	Silicon Valley	G	Electronic spreadsheet
8.	1 Megabyte	H	Keyboard

**Q.4. Fill in the blanks.**

1. TB(terabyte) is approximately \_\_\_\_\_ bytes.
2. Netscape Navigator and internet Explorer are commonly used \_\_\_\_\_.
3. VDU stands for \_\_\_\_\_.
4. \_\_\_\_\_ intends to gain unauthorized access to computer system.
5. SQL stands for \_\_\_\_\_.
6. Loading of operating system is called \_\_\_\_\_.
7. CRM stands for \_\_\_\_\_.
8. SWIFT stands for \_\_\_\_\_.

**Part – B**

- Q.5.** a) Explain in detail about the network enabled technologies.  
b) Explain about the types of software in detail.
- Q.6.** a) Discuss about the five moral dimensions of information age.  
b) Explain how computers help in Office Automation.
- Q.7.** Write short notes on  
a) Cryptography  
b) Client Server technology  
c) LAN and WAN  
d) SCM
- Q.8.** Explain the various facilities available in MS Office.
- Q.9.** Describe the various E – Commerce models giving suitable examples along with the benefits of E – Commerce.

**Part - C**  
**Case Study (Compulsory )**

- Q.10.** An iron and steel Industry with an annual turnover of Rs. 50 crores wants to investigate the possibility of IT and E- Commerce strategy. You as an external consultant, prepare a detailed report highlighting the step by step approach for implementing IT tools and E-Commerce strategy. Also highlight the major returns, unseen risks and the security issues of E-Commerce.

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