

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

PAPER 4
IT and E-COMMERCE

Date: 11.06.2009
 Time: 2.00pm To 5.00pm

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.

Part - A

Q.1. Expand the following.

- | | | | |
|----------|--------|--------|--------|
| 1] ASCII | 2] FTP | 3] WAN | 4] SCM |
| 5] SSL | 6] DNS | 7] EFT | 8] ERP |

Q.2. State true or false.

1. Digital signature is used for authenticity of the message.
2. Personal Digital Assistants are the largest computers.
3. Removable hard disks are also called as Bernoulli's disks.
4. Dot – matrix printers are non-impact printers.
5. Floppy disks are random storage devices.
6. EDI can be fully integrated with application programs.
7. Networking does not provide sharing of resources.
8. Trademark protects expression of ideas.

Q.3. Match the following.

| Sl. no | A | Sl. No | B |
|--------|------------------|--------|--|
| 1. | Google | A | A card that authorizes EFT and a way to make immediate payment. |
| 2. | Cache Memory | B | Email service Provider. |
| 3. | Mozilla Firefox | C | Provides services like checking savings account and currency exchange etc. |
| 4. | Debit Card | D | Is a search engine. |
| 5. | Internet Banking | E | Is a web browser. |
| 6. | UNIX | F | Has the shortest access time. |
| 7. | 1 Gigabyte | G | Operating system |
| 8. | VSNL | H | Is 1024 bytes. |

Q.4. Fill in the blanks.

1. _____ protects the internal network of an organization from attacks originating from internet.
 2. _____ is used for high bandwidth in communication.
 3. _____ provides mechanisms for transmissions of mails.
 4. Bus, Star, Mesh are the types of _____.
 5. MAN stands for _____.
 6. HTTP stands for _____.
 7. _____ is the system program that acts as an interface between the user and the underlying hardware of the computer.
 8. The government of Singapore enacted a law for _____.
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Part – B (Any Three)

- Q.5.** Explain in detail the role of IT in Business, Industry and Service sectors.
- Q.6.** Explain the various features and applications of MS-Excel.
- Q.7. Write short notes on**
- a) LAN and WAN
 - b) ERP
 - c) Firewall
 - d) Encryption
- Q.8.** Explain the parts of a computer in detail and the services provided by an operating system.
- Q.9.** Describe the various perspectives and benefits of E- Commerce.
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Part - C
Case Study (Compulsory)

- Q.10.** An Automobile Industry with an annual turnover of Rs. 100 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.
