



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

Dec 2017

Date: 12.12.2017

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. _____ Computers generation covered the period of 1964-1971.
2. _____ can be defined as a body of facts and principles accumulated by mankind in the course of time.
3. The overall Structure of a Database is called_____.
4. _____ are the programmes that provide resources to internet.
5. Internet make accessible by _____.
6. _____ is a software architecture that facilitates the flow of information among the different functions within an enterprise.
7. _____ Memory holds permanent data or instruction to get the computer started when it is switched on.
8. Unix Operating system has two parts System Programs and the _____.

Q.2 Multiple Choice Questions (8 marks)

1. Which is the most powerful type of computer?
a) Microcomputers b) Minicomputers c) Mainframe computers d) Supercomputers
2. Operating System is:
a) Application software b) System software c) Both a & b d) none of the above

3. It is considered as a method of 'Paperless' and 'structured exchange of data' between trading partners.
- a) EFT b) EDI c) ATM d) Electronic Cash
4. It is an interactive tool that allows the user to access the programs and applications available on another computer.
- a) E- Mail b) Remote Login c) File Transfer Protocol d) Internet
5. Which are offering information about the products and services offered by the company on Web pages?
- a) E- Advertising b) E- Banking c) E- Catalogs d) E- Publishing
6. Which services are including in G2C:
- a) e- Registration b) e- Medicine c) e- Transport d) all of the above
7. It stimulates the universal manufacturing equation.
- a) ERP b) SAP c) MRP d) CRM
8. Light pen is a _____ device of computer.
- a) Input b) Output c) Processor d) Storage

Q: 3 Say TRUE/ FALSE

(8 marks)

1. A Multiprogramming operating system is a system that allows more than one active user at a time.
2. Strategic information is required for routine operations of a business organisation.
3. Java Applets are small applications that run inside the web Browsers.
4. B2C refers to the e- Commerce activities, which uses an auction style model.
5. In Cloud computing the computer system is comprised of virtual hardware and software.
6. SAP is a packaged business software system that automates and integrates business process.
7. Parallel processing technique used in Fourth Generations of Computer.
8. Metadata describes the properties or characteristics of other data.

Q: 4 Write Full Form of Following:

(8 marks)

1. RTOS
2. EFT
3. GDP
4. FTP
5. ASP
6. GII
7. CRM
8. DEC

Part – B

(48 marks)

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

Q.5 What is Computers? Explain the different elements of Computer.

Q.6 Explain different Generations of evaluation of Computers with their Characteristics.

Q.7 Explain the types of Information? What do you understand by Decision Support system and also write its applications.

Q.8 Define Database and brief its applications. Explain the term Database Administrator and his responsibilities.

Q.9 Define E- Commerce. Explain its advantages and disadvantages.

Part – C (Compulsory)

(20 marks)

Q. 10 Case study:

In November 2001, Bharat Petroleum Corporation Limited (BPCL), a leading player in the Indian petroleum industry, successfully implemented an Enterprise Resource Planning (ERP). Implementation began in April 2000 after the company decided to integrate all its activities through the ERP package SAP. The company hoped to speed up its decision-making and respond faster to customer needs through ERP. The intention was to show the differentiation in service, retain customers and help increase the business of its Industrial & Commercial (I&C) customers. BPCL also wanted to increase its retail thrust by exploiting IT initiatives to the maximum. The noteworthy aspect was that the company was one of the very few Indian companies to have successfully implemented ERP.

Question:

In this case, How BPCL utilized IT effectively to strengthen its market position and the improve technical aspects of an ERP implementation.
