



INDIAN INSTITUTE OF MATERIALS MANAGEMENT

Post Graduate Diploma in Logistics & SCM Post Graduate Diploma in Materials Management - 2 years PAPER No. 9 (enrollment code- PGMM, PGSM)

Dec 2025

IT Applications in Management

Date : 18.12.2025
Time : 10.00 a.m to 1.00 p.m

Max. Marks : 70
Duration : 3 Hrs.

Instructions:

1. From Part A – answer all questions (compulsory). Each sub questions carries 1 mark. **Total : 20 Marks**
2. From Part B – Answer any 3 questions out of 5 questions. Each question carries 10 marks **Total : 30 Marks**
3. Part C is a case study (compulsory) with questions. **Total: 20 Marks**

Part – A

[20 Marks]

(Attempt all questions. Each sub question carries 1 mark.)

Q.1 Fill In the Blanks.

(5 Marks)

1. Managers often use tools like analysis and benchmarking against industry standards.
2. designed to efficiently process routine, day-to-day transactions.
3. Supports inventory management, order fulfillment, logistics, and supplier management.
4. connecting computers and devices within a limited geographic area.
5. allow multiple operating systems to run on a single hardware platform for resource utilization.

Q.2. Match the Following.

(5 Marks)

Column A

Column B

- | | |
|---------------------|------------------------------------|
| 1. IaaS | A. allows to manage applications |
| 2. Deployment Model | B. component of virtualization |
| 3. Data warehouses | C. virtualized computing resources |
| 4. PaaS | D. repositories |
| 5. Hypervisor | E. Hybrid Cloud |

Q. 3. Say True or False .

(5 Marks)

1. Data catalogs facilitate the automated transmission of data between systems.
2. A Local Area Network is a private business communication network.
3. Quantum Computing: Could potentially break existing encryption methods.
4. Enhanced Due Diligence not used in implementing for higher-risk customers.
5. CRM systems centralize procurement, HR, and budgeting functions.

Q. 4. Write the full forms of the following

(5 Marks)

1. DDoS
2. VPN
3. HRIS
4. CMS
5. NLP

PART – B

[30 Marks]

(Answer Any Three. Each question carry 2 * 5 = 10 marks)

- Q.5. A) Describe any six business objectives IT should focus to enhance organizational Performance. **(5 Marks)**
B) Explain the different types of data centers in detail. **(5 Marks)**
- Q.6. A) Explain the importance of database management system (DBMS) and describe its various Functions. **(5 Marks)**
B) Define the concept of Artificial Intelligence. How it works? Explain. **(5 Marks)**
- Q.7. A) Identify the different generations of wireless network and the technologies that support. **(5 Marks)**
B) What is enterprise resource planning system? Explain its core components. **(5 Marks)**
- Q.8. A) What are the features of Web 2.0? How they transformed online user experiences? **(5 Marks)**
B) How are mobile technologies enabling new forms of commerce and changing traditional Business models? **(5 Marks)**
- Q.9. A) What are the approaches of HRIS? How it enhance the business functions? **(5 Marks)**
B) How can ICT contribute to achieving environmental, economic, and social sustainability? **(5 Marks)**

PART - C [Compulsory]

[20 Marks]

Q. 10 Read the following case answer the questions.

In 2013, Target Corporation, one of the largest retailers in the US, experienced a major cybersecurity breach that compromised the personal and financial information of over 40 million customers. The attack originated through a vulnerability in the company's third-party vendor system, specifically its HVAC (Heating, Ventilation, and Air Conditioning) contractor. Cybercriminals exploited this connection to gain access to Target's internal network, where they were able to install malware on the company's point-of-sale (POS) systems. This malware captured credit and debit card information as customers made in-store purchases. The breach went undetected for several weeks, during which sensitive data was continuously extracted. By the time the attack was identified, it was too late — millions of customer records, including names, addresses, phone numbers, email addresses, and payment card details, had already been stolen. The breach resulted in direct costs estimated to exceed \$200 million. Additionally, Target suffered significant reputational damage, faced multiple lawsuits, increased regulatory scrutiny, and experienced a loss of customer trust.

Questions (4 x 5 = 20 marks)

1. What type of data was compromised during the cyber security breach and how by the attackers?
2. How could network and access control have prevented unauthorized access? Explain.
3. How could multi-factor authentication (MFA) have limited access to sensitive systems?
4. What were the financial and reputational impacts on Target Corporation following the breach?
