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

June 2018

Date: 12.06.2018   **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**

PART - A

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

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

1. ………………………….……. is an extension of an intranet which makes the latter accessible to outside companies.
2. BUS, STAR, RING are the types of ……………………………….………
3. ……………………………..…… act as a barrier between internal and external network.
4. ……………………………..…… is a spreadsheet program.
5. …………………………….….. is a volatile memory.
6. Printer is an ……………………………….. device.
7. ……………………….…… is the system program that acts as an interface between the user and the hardware of the computer.
8. ……………………….…… is the menu option that is used to create a new blank table in MS-word.

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

A	B
1. Dot-Matrix printers	**a.**Input device
2.Arithmetic logical unit	**b.**Set of Instructions
3.Software	**c.**Communication Protocols
4.Operating System	**d.**ALU
5. Document	**e.**Automated Teller Machine
6. Joystick	**f.**Output device
7.ATM	**g.**Textual or Graphical contents
8.TCP/IP	**h.**Systems Software

Q.3 Say true or false: **(8 marks)**

1. Deleting a shortcut deletes the original file.

2. Application software helps the computer to manage itself.

3. The Government of Singapore enacted the Law for Electronic Transactions.

4. Digital Signature is used for authenticity of the message.

5. Cache Memory has the shortest access time.

6. Plotters are used to produce a hard copy of graphical output.

7. In Excel **Custom Filter** extracts entire rows matching the given criteria.

8. Only *top* value records can be filtered using the *Top 10* AutoFilter option.

Q.4 Write the full forms of the following: **(8 marks)**

1) MICR   2) WAN   3). Wi-Fi   4). RDBMS 5) EDI 6) ASCII 7) SMTP   8) LCD

PART –B   (48 marks)

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

Q.5   Explain Distributed computing & Centralized Computing.

Q.6   Explain the components of a Computer system.

Q.7   What are the elements of a computer system? Explain in detail.

Q.8   Explain the Role of Information technology in CRM and SCM.

Q.9   Explain Information Technology ACT.

PART –C   (20 marks)

(Compulsory)

Q.10 Case Study:

Explain the role of Information Technology in Education sector. Take an example of a university. Describe the role of IT in various functional area of the university like admissions, attendance, students/employee records, examinations etc. Also compare its advantages and benefits with institute who don't implement IT.

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