**(PG585)** **Roll No. .....**

# S.C.No.—501105

## M. Com EXAMINATION, 2021

(First Semester)

(Main/Re-appear) (2020/2019)

IT FUNDAMENTALS

19MC105

*Time :* 3 *Hours* *Maximum Marks :* 80

**Note** : Attempt any *Four* questions. All questions carry equal marks.

**1.** Attempt all short answer type questions :

(i) What do you understand by IT Culture ?

(ii) What is the implication of Systems thinking for managers ?

(iii) What is the importance of European Directive on Data Privacy ?

(iv) Give at least two examples of popular Enterprise Systems.

(v) Differentiate bewteen SCM and CRM.

(vi) What is the main Limitation of Group Decision Making ?

(vii) What is IoT ?

(viii) Differentiate between Privacy and Security.

**2.** What is Business Process Re-engineering ? What are its applications ? How information systems can support Business Process Re-engineering ?

**3.** Differentiate between the MIS< DSS and EIS giving essential characteristics and examples for each of them.

**4.** What is Competitive Advantages ? How IT can help in gaining the competitive advanage ? Illustrate the role of IT in gaining competitive advantages with the help of Porter's five forces model.



**5.** What do you understand by networked economies ? Discuss the role of Internet in the present day business development, giving examples of at least two internet based technologies.

**6.** What are Cross Functional Systems ? How do you help in improving the business functions ? Illustrate with suitable examples.

**7.** Discuss the architecture of Expert Systems, giving suitable working model.

**8.** What is a e-Business and how is it different from e-Commerce ? Discuss the different revenue models used in e-Business.

**9.** Write an illustrative notes on the following :

(i) e-Governance

(ii) Web 2.0

(iii) Global market place

(iv) Wisdom of Crowds.