

**M. COM**  
**Third Semester**  
**INFORMATION TECHNOLOGY & BUSINESS**  
**(MCM – 12)**

**Duration: 3Hrs.**

**Full Marks: 70**

Part-A (Objective) =20  
Part-B (Descriptive)=50

**(PART-B: Descriptive)**

**Duration: 2 hrs. 40 mins.**

**Marks: 50**

**Question Number-1 is Compulsory,**  
**Answer any *Four* from Question Number-2 to Question Number-8**

1. Elaborate upon the Role of Information Technology in Business with relevant example. (10)
2. What do you understand by the term “Decision-Making”? Explain the process of Decision-Making with the help of an Illustration. (2+8=10)
3. What do you mean by Data and Information? Explain the Information Equation. Discuss the importance of Information. (3+3+4=10)
4. What are the different processes of MIS Design? Explain any one, with the help of an Illustration. (2+8=10)
5. What do you understand by e-Commerce? What are the various types and forms of e-Commerce? Explain in brief about ‘Payment Gateway’. (2+3+3+2=10)
6. Describe in details the components of Decision Support System. What is GDSS? (8+2=10)
7. What are the various components of an effective e-Commerce payment system? Discuss in brief the risks involved. (6+4=10)
8. Define: (2.5×4=10)
  - a. DBMS
  - b. OAS
  - c. TPS
  - d. EIS

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**Duration: 20 minutes**

**Marks - 20**

**(PART A- Objective Type)**

**I. Choose the correct answer:**

**1×20=20**

1. Which of the following is not a component of a system?
    - a. Hardware
    - b. Software
    - c. Brainware
    - d. Malware
  
  2. Which of the following is not a component of DSS?
    - a. Data Management Sub System.
    - b. Software Management Sub System.
    - c. User Interface Management System.
    - d. Knowledge Management Sub System.
  
  3. OLTP stands for:
    - a. Over load transit protocol
    - b. Online Language Transfer Protocol
    - c. Online Transaction Processing.
    - d. None of the above
  
  4. OLAP stands for:
    - a. Online Analytical Processing
    - b. Online Accounting Process
    - c. Online Administrative Process
    - d. All the above
  
  5. Acronym PODSCORB stands for .....
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6. Operational level workers of an organization are associated with which of the following categories of Information Systems?
    - a. TPS
    - b. OAS
    - c. Both 'a' & 'b'
    - d. Neither 'a' nor 'b'
  
  7. The correct sequence of controlling process is:
    1. Initiate Corrective Measures.
    2. Establish Standards.
    3. Measure Current Performance and Compare the same with Established Standards.

Answer-

- a. 1→2→3      b. 2→3→1      c. 3→2→1      d. 2→1→3

8. Law of mal-distribution is also known as:  
 a. Pareto's Law                      b. 80-20 rule  
 c. Both 'a' & 'b'                      d. Neither 'a' nor 'b'
9. Query Facility is a component of:  
 a. DMSS                      b. MMSS                      c. UIMS                      d. KMSS
10. Data Dictionary is a component of:  
 a. DMSS                      b. MMSS                      c. UIMS                      d. KMSS
11. Which of the following is not a form of e-Commerce?  
 a. B2b                      b. C2C                      c. D2D                      d. A2C
12. Spreadsheet is seen in:  
 a. MS-Access                      b. MS-Word  
 c. MS-Excel                      d. All the above
13. Which of the following is not an example of e-Payment system:  
 a. E-Cash                      b. Smart Cards  
 c. Cheques                      d. ATM Card
14. Decision making process involves the following phases, but not:  
 a. Intelligent Phase                      b. Development Phase  
 c. Design Phase                      d. Choice Phase
15. Data + Relevance + \_\_\_\_\_ = Information
16. \_\_\_\_\_ + Insight = Understanding
17. MAN stands for:  
 a. Metro Area Network                      b. Management Area Networks  
 c. Multiple Area Networks                      d. Modern Area Networks
18. In B2B, C2C and C2A, 'C' stands for:  
 a. Client                      b. Custodian  
 c. Customer                      d. Consumer
19. Model Base is a component of:  
 a. DMSS                      b. MMSS                      c. UIMS                      d. KMSS
20. Which of the following is not a process of MIS design?  
 a. SDLC                      b. Iterative                      c. Analytical                      d. Prototyping

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