



INDIAN INSTITUTE OF MATERIALS MANAGEMENT
Post Graduate Diploma in Materials Management
Graduate Diploma in Materials Management

Dec 2011

PAPER No. 4

IT and E-COMMERCE

Date: 13.12.2011
Time : 2.00 p.m. to 5.00 p.m.

Max Marks: 100
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 sub-question carries 16 marks.
Total marks = 48
3. Part "C" is a case study (compulsory) **Total marks = 20**

Part - A

Q.1. Expand the following.

- | | | | |
|---------|---------|-------|---------|
| 1. HTML | 2. SMTP | 3.ROM | 4.ASCII |
| 5. DVD | 6. SQL | 7.OCR | 8.FAT |

Q.2. State true or false.

1. Cache Memory has the shortest access time.
2. In case of Local Area Network all the computers within an organization are connected using copper or fibre optics cables.
3. Low cost business terminals with small antennas, generally termed as Very Small Aperture Terminal can be used in most diverse satellite network architecture.
4. Each cell in a spreadsheet program has an unique address which is composed of the row and column of the cell.
5. The column width of a column in MS Excel can be changed by clicking on right hand border of the column and dragging it left or right up to desired width.
6. In MS Excel one can auto fill the data such as text and numbers.
7. A web page is an electronic document containing text and graphics (drawings) animation, sound and information which are linked to related information.
8. MS Excel handles dates as serial numbers and represents them in different formats.

Q.3. Match the following.

- | A | B |
|-----------------------------|--------------------------------------|
| 1. CD & Pen Drive | A Virtual Corporation. |
| 2. Recycle Bin | B Operating System |
| 3. MS Excel | C Application of meshed VSAT network |
| 4. URL | D Output Device of a computer |
| 5. Visual Display Unit | E Address on the Web |
| 6. Video conferencing | F Hide / Unhide of row and column |
| 7. Graphical User Interface | G Windows XP Operating System |
| 8. Amazon.com | H Making & keeping backup of data |

Q.4. Fill in the blanks.

1. _____ is a spreadsheet program that you can use to _____ , _____ and work on data.
2. _____ _____ _____ interconnect computers which are geographically far apart and make use of communication channels like telephones or leased lines.
3. _____ is a program that lets you create update and administer a relational database.
4. Transmission of an electronic message sent from one electronic device to another via communication network is called _____.
5. _____ is a system that allows customers to pay by credit card without revealing the credit card number to the merchant.
6. Three important parts of UNIX operating system are _____ , _____ and _____.
7. _____ command in UNIX duplicates standard input then sends one copy to standard out put and saves another in a file.
8. _____ , _____ , _____ process is the computer to computer exchange of business documents between companies which replaces faxing and mailing paper documents.

Part – B

- Q.5.** a) Discuss in detail about the concepts , technologies and characteristics associated with five generations of computers .
- b) What are the benefits of Centralized Computing Solution.
- Q.6.** a) What do you understand by the term Decision Support System and present a detailed analysis.
- b) Explain the utility and some applications of general purpose Application Software.

Q.7. Write short notes on

- a) Auxiliary Storage Memory
- b) E-Commerce
- c) RFID systems
- d) Information Technology in Business Process Re-engineering

Q.8a) Explain the following Power Point functions.

- a) Edit Menu
- b) Format Menu
- c) Tools Menu
- d) Slide show

Q.8b) How will you perform the following functions in MS- Word ?

- a) Creating Word Document
- b) Editing Text
- c) Coping , Editing and pasting text
- d) Crating Tables

Q.9. Explain the role and benefits of Information Technology in various sectors in India, with suitable examples from your experience.

Part - C

Case Study (Compulsory)

Q.10. M/s Inorbit and Inorbit Hosiery Corporation of India Ludhiana has decided to streamline and computerize their Supply Chain department . Head of Supply Chain Department has called you as an External Consultant to investigate and suggest the possibility of IT and E- Commerce strategy.

You as an external consultant, prepare a detailed report highlighting the step by step approach for implementing IT tools and E-Commerce strategy. Also highlight the major returns, unforeseen risks and the security issues of E-Commerce. (20 marks)