

[Time: 03.00 Hrs]

[Marks:75]

Please check whether you have got the right question paper.

N.B:

1. Q.1 is compulsory and carries 20 Marks.
2. Q. 8 is compulsory and carries 15 Marks.
3. Attempt any four questions from Q.2, Q.3, Q.4, Q.5, Q6 and Q7. Each of these questions carry 10 Marks.
4. Figures to the right indicate full marks.

Q.1	(A)	<p>Select the correct option for the following statements/questions:</p> <p>1) _____ is a media access control used to control the information stream so information honesty is kept up with, i.e., the parcels don't get lost.</p> <p>a) WAN b) CSMA c) PROM d) NIC</p> <p>2) _____ is an innovation that sends the engaged light emission radio sign from one ground-based microwave transmission receiving wire to another.</p> <p>a) Radio transmission b) Satellite Microwave c) Broadband transmission d) Terrestrial Microwave transmission</p> <p>3) A _____ website accesses content from a database or Content Management System (CMS).</p> <p>(a) Google (b) Static (c) Firefox (d) Dynamic</p> <p>4) Mesh topology can be formed by using the formula _____.</p> <p>a) Number of cables = $(n-1)/2$ b) Number of cables = $(n*(n-1))/2$ c) Number of cables = $(n*(n+1))/2$ d) Number of cables = $(n+1)/2$</p> <p>5) _____ is the delivery of computing services such as servers, storage, databases, networking, software, analytics, intelligence, and more, over the Internet.</p> <p>(a) Integrated CRM</p>	(10)
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	<p>(b) Cloud Computing (c) Voice Over Internet Protocol (d) File Transfer Protocol</p> <p>6) The term _____ refers collectively to the tools and techniques used for the collection, integration, analysis and visualization of raw data. (a) Enterprise Resource Planning (b) Data Warehouse (c) Business Intelligence (d) Cloud Computing</p> <p>7) _____ is a standard internet protocol provided by TCP/IP used for transmitting the files from one host to another. (a) Central Processing Unit (b) Authentication (c) File transfer protocol (d) Standard Business Centre</p> <p>8) In _____ topology, the transport geography is planned so that every one of the stations are associated through a solitary link known as a spine link. (a) Bus (b) Tree (c) Ring (d) Mesh</p> <p>9) _____ is a software solution that tackles the needs of an organization, taking into account the process view to meet an organization's goals while incorporating all the functions of an organization. (a) Enterprise Resource Planning (b) Customer Relationship Management (c) Supply Chain Management (d) Business Intelligent System</p> <p>10) URL stands for _____. (a) Uninterrupted data locator (b) Uninterrupted record locator (c) Uniform record locator (d) Uniform resource locator</p>	
(B)	State whether True or False:	(10)

	<p>1) Cloud computing utilizes information technology to capitalize on its ability to provide improved agility and time and resource management for businesses.</p> <p>2) A transaction process system (TPS) is a highly flexible and interactive IT system that is designed to support decision making when the problem is not structured.</p> <p>3) The most common example of the simple mode is a telephone network where two people are communicating with each other by a telephone line, both can talk and listen at the same time.</p> <p>4) A tree geography is a game plan of the organization where each hub is associated with the focal center, switch or a focal PC.</p> <p>5) E-Governance is the application of Information and Communication Technology (ICT) for providing government services, interchange of statics, communication proceedings, integration of various independent systems and services.</p> <p>6) Integrated CRM services range from data storage to functional programs including accounting software, customer service tools and remote desktop hosting.</p> <p>7) FTP client allows us to make voice calls over the internet and transmit multimedia using a broadband internet connection instead of an analog (or regular) phone line.</p> <p>8) In a Half-duplex channel, messages flow in both the directions at the same time.</p> <p>9) The wired Network Interface Card (NIC) contains the antenna to obtain the connection over the wireless network.</p> <p>10) The Joy-stick is a pen-like light-sensitive device that feeds a narrow electrical pulse generated by a pointing device directed towards the screen.</p>	
Q.2	<p>Answer any TWO of the following:</p> <p>(a) Define the term "Information Technology". Write a note on processor technology.</p> <p>(b) What is Customer Relationship Management? State the need and objectives of CRM.</p> <p>(c) Write a short note on FTP?</p>	(10)

Q.3	Answer any TWO of the following: (a) Explain Network topology. (b) Discuss the advantages of information technology in business. (c) What is VOICE OVER INTERNET PROTOCOL (VOIP)? State the important uses of VoIP.	(10)	
Q.4	answer any two of the following: (a) What are Radio waves? What are the advantages and disadvantages of radio waves? (b) Write a short note on Supply Chain Management. (c) What is the URL (uniform resource locator)?	(10)	
Q.5	Answer any TWO of the following: (a) Write a note on Database Management System (DMS). Also, state the advantages and disadvantages of DMS. (b) Explain the Knowledge Management Process in detail. (c) Write a short note on Fiber Optic	(10)	
Q.6	Answer any TWO of the following: (a) Write a short note on Full-duplex mode (b) What are Search Engines? State the different Components of Search Engine and explain how do search engines work? (c) Explain the feature of Information Technology.	(10)	
Q.7	Answer any TWO of the following:	(10)	

	<p>(a) What is meant by transaction process system (TPS), decision support system (DSS) and executive information system?</p> <p>(b) Write a short note on ERP. State the advantages of ERP system.</p> <p>(c) State and explain types of website.</p>	
Q.8	<p>Write short note on any THREE of the following:</p> <p>(a) Operational CRM</p> <p>(b) NIC</p> <p>(c) Data Warehousing</p> <p>(d) Cloud Computing</p>	(15)