

[Time:3.00 Hrs]

[Marks:75]

- 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 to Q.7.**
 - 4. Each of these questions carry 10 Marks.**
 - 5. Figures to the right indicate full marks.**

Q.1 (A) Choose the correct options for the following questions/ statements: (10)

1. Which of the following represents the historical evolution of Information Technology (IT) in business?

- a) Manual record-keeping to digital automation
- b) Basic office automation to complex systems integration
- c) Non-computerized systems to online business models
- d) All of the above

2. What does the term "software" refer to in a computer system?

- a) Physical devices that are used to input and output data
- b) Programs and applications that provide functionality to the hardware
- c) The operating system that controls hardware
- d) The network that connects the hardware devices

3. Which network type is typically used in an office building to connect computers within a limited geographical area?

- a) LAN (Local Area Network)
- b) MAN (Metropolitan Area Network)
- c) WAN (Wide Area Network)
- d) VPN (Virtual Private Network)

4. Which of the following is an example of a cable-less communication medium?

- a) Fiber optic cables
- b) DSL lines
- c) Satellite communication
- d) Leased lines

5. Which of the following is a primary component of an Enterprise Resource Planning (ERP) system?

- a) Inventory management
- b) Email marketing
- c) Customer support
- d) Product design

6. What is the primary purpose of Data Warehousing?
 - a) To store data temporarily
 - b) To integrate data from various sources for analysis
 - c) To provide data backup
 - d) To manage customer data
7. Which of the following is an example of E-Governance?
 - a) Online voting systems
 - b) Customer relationship management
 - c) E-commerce platforms
 - d) Cloud computing services
8. Which technology is commonly used for video conferencing in business?
 - a) Virtual Private Network (VPN)
 - b) Fiber optics
 - c) Voice over Internet Protocol (VoIP)
 - d) Satellite communication
9. What is a major benefit of using fiber optics in networking?
 - a) High resistance to interference
 - b) High signal degradation over long distances
 - c) Low-speed data transmission
 - d) Easy installation
10. What is a common disadvantage of using wireless communication networks?
 - a) Greater signal interference
 - b) Easy installation and setup
 - c) Reduced data transfer speeds
 - d) Limited device compatibility

Q.1 (B) State whether True or False:

(10)

- 1) Information Technology has led to an increase in the digital divide, creating unequal access to technology.
- 2) Bus geography is a game plan of the organization where each hub is associated with the focal center, switch or a focal PC.
- 3) The satellite transmission is a remote innovation utilized for correspondence over short ranges.
- 4) DSL (Digital Subscriber Line) allows for high-speed internet over traditional telephone lines.
- 5) E-Governance makes government services available online to the public, improving accessibility and transparency.

- 6) Knowledge Management focuses on the creation and storage of knowledge but does not emphasize sharing it across the organization.
- 7) Cloud computing utilizes information technology to capitalize on its ability to provide improved agility and time and resource management for businesses.
- 8) Data warehousing is used to store large amounts of transactional data for real-time processing.
- 9) CRM (Customer Relationship Management) systems help businesses manage interactions with customers and improve customer satisfaction.
- 10) 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.

Q.2 Attempt any Two of the following: (10)

- (a) Definition of Information Technology. Write a note on storage technology.
- (b) Write a note on Network Topology. Mention advantages & disadvantages of Star topology
- (c) What is FTP? State its objectives, and mention the types of connections in FTP.

Q.3 Attempt any Two of the following: (10)

- (a) State different types of Microwaves in detail. State their advantages and disadvantages.
- (b) What is Customer Relationship Management? State the need and objectives of CRM.
- (c) What is Transmission mode? Also, state its different types.

Q.4 Attempt any Two of the following: (10)

- (a) What are Radio waves? What are the advantages and disadvantages of radio waves?
- (b) Write a note on Search Engine Processing. State their Advantages and disadvantages of Search Engine?
- (c) What is the URL?

Q.5 Attempt any Two of the following: (10)

- (a) Write a note on Database Management System (DMS). Also, state the advantages and disadvantages of DMS.
- (b) Write a short note on Enterprise Resource Planning (ERP)
- (c) What is DATA WAREHOUSING? State the characteristics of Data Warehouse.

Q.6 Attempt any Two of the following:

(10)

- (a) What is VOICE OVER INTERNET PROTOCOL (VOIP)? State the important uses of VoIP.
- (b) What is meant by transaction process system (TPS), decision support system (DSS) and executive information system?
- (c) Explain the Knowledge Management Process in detail.

Q.7 Attempt any Two of the following:

(10)

- (a) Explain Information System in brief.
- (b) What are the different benefits of Computer Networking in Business?
- (c) State the different types of E-commerce model. Also, state the Advantages and Disadvantages of E-commerce.

Q.8 Attempt any Three of the following:

(15)

- (a) SCM Process Flow
- (b) Features and Advantages of VoIP
- (c) Cloud Computing
- (d) Ring topology.
