



7. Entity-Relationship (ER) Diagram, Data Flow Diagram, Flowcharts all use graphical symbols. All symbols given are used in all three except one.

(a) 

(b) 

(c) 

(d) 

8. All are various criteria of MIS report except?

(a) Relevant (b) Timely (c) Accurate (d) Complex

9. An element that has contributed to e-commerce success is payment gateways. One that does not fall in the definition is _____

(a) SBI Buddy (b) HDFC Zapp (c) Paytm (d) Cash On Delivery

10. Which objective of Business Process Automation (BPA) is achieved using Passwords in Information Systems?

(a) Confidentiality (b) Integrity (c) Timeliness (d) Availability

QUESTION 2(a)

(5 MARKS)

An e-commerce website is offering following discounts:

- If the purchase mode is via website, a discount of 5% is given on the bill amount.
- If the purchase mode is via phone app, a discount of 10% is given on bill amount.
- If purchase is done via any other mode, customer is not eligible for any discount.

Draw a Flowchart to calculate and display the bill amount payable by the customer.

QUESTION 2(b)

(5 MARKS)

You have been appointed as an Information Systems (IS) Auditor in a company JKL Ltd. and asked to perform an ERP audit. **Prepare a checklist** of the common concerns that should be asked during development and implementation of the system as well as ERP Audit.

QUESTION 2(c)

(5 MARKS)

As an IT consultant, **advise** some tips to an aspiring e-commerce vendor so that his **business can be protected from intrusion.**

QUESTION 3(a)

(6 MARKS)

On joining a Manufacturing company XYZ, you are briefed about the functioning of different modules like Financial Accounting Module, Sales and Distribution Module, Human Resource Module, Material Management Module, Production Planning Module etc. **Prepare a brief description on the Material Management Module (MM)** .

QUESTION 3(b)

(4 MARKS)

During a job interview, an interviewer asked Mr. A to **list out all the risks and their controls** associated with Order-To-Cash (O2C) business process. Prepare an appropriate draft reply.

QUESTION 3(c)**(5 MARKS)**

The Prime Minister Office of a country X plans to establish specific infrastructure setup with its access shared amongst members of the group constituting of some selected high-profiled dignitaries and officers from different ministries. The objective of the group is to carry out certain assignments related to nation's security and integrity. Which is the most suitable choice of the cloud under Cloud Computing? Discuss its advantages and limitations as well.

QUESTION 4(a)**(5 MARKS)**

A travel agency ABC wishes to implement an automated Grievance Management System at its workplace to manage and handle the problems with an aim of solving them.

Determine the major benefits that will be drawn out of automating this Grievance related business process.

QUESTION 4(b)**(3 MARKS)**

Discuss the concept of "Virtualization"

QUESTION 4(c)**(2 MARKS)**

Explain the concept of "Customer Relationship Management (CRM)"