

Model Question Paper IT & Systems (SMB109)

· Answer all 100 questions.

· Each question carries one mark.

1. Which of the following is the first device designed on the basis of stored program concept?

- (a) ENIAC
- (b) EDVAC
- (c) UNIVAC
- (d) LARC
- (e) ENIVAC.

2. The first generation computers used _____ as circuitry.

- (a) Integrated circuits
- (b) Microprocessors
- (c) Transistors
- (d) Vacuum tubes
- (e) Microchips.

3. Which of the following statements is/are **true** regarding printers?

I. Printers produce hard copies of information on paper but not on transparencies.

II. Printers are connected to a computer through a printer cable.

III. Printers are generally categorized by the way they print characters.

- (a) Only (I) above
- (b) Only (II) above
- (c) Both (I) and (II) above
- (d) Both (I) and (III) above
- (e) Both (II) and (III) above.

4. Based on technology, computers are classified into

- (a) General purpose computers and special purpose computers
- (b) Analog computers, digital computers and hybrid computers
- (c) Supercomputers and mainframes
- (d) Minicomputers and microcomputers
- (e) Supercomputers and minicomputers.

5. Which of the following is **not** a supercomputer?

- (a) CRAY3
- (b) CRAYXMP
- (c) PARAM 9000
- (d) IBM AS/400
- (e) PARAM 10000.

6. Which of the following statements is **false** regarding scanners?

- (a) Scanners use Charge-Coupled Devices (CCDs) to digitize the image formed by a lens
- (b) The image quality of handheld scanners is good as compared to flatbed scanners
- (c) Sheet fed scanners draw in sheets by means of a roller mechanism
- (d) Desktop scanners work on a single sheet of paper at a time
- (e) Most of the scanners are equipped with Optical Character Recognition (OCR) software that automatically decodes imaged text into a text file.

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7. Which of the following statements is **true** about UNIX operating system?

- (a) BSD4.x developed by AT&T is the only version of UNIX
- (b) UNIX is compatible with different versions
- (c) 'sec nd' is the UNIX command used to login securely to remote node
- (d) UNIX is user-friendly
- (e) 'passwd' is the UNIX command used to change password.

8. Which of the following statements is **false** about various user interfaces?

- (a) Command-line user interface is a character-based user interface
- (b) Menu-driven user interface is not very popular as it involves memorization of commands and their specific syntax
- (c) Graphical user interface is easy to use, but it makes heavy demand on the processor and slows down the

computer

(d) In 1980s, Apple Incorporation has released Macintosh line of computer systems featuring a GUI

(e) MS-DOS uses a default command-line interface.

9. Which of the following statements is/are **true** about various types of multi-tasking operating systems?

I. In cooperative multi-tasking operating system, OS allocates CPU time to all running processes.

II. In preemptive multi-tasking operating system, foreground program gains control of the CPU, retains this control until the program's task is finished and then hands over the control of CPU to other programs.

III. In multi-threading operating system, users can work on one task in an application while the other tasks keep running in the background.

(a) Only (II) above

(b) Only (III) above

(c) Both (I) and (II) above

(d) Both (I) and (III) above

(e) All (I), (II) and (III) above.

10. Which of the following statements are **true** about Novell NetWare operating system?

I. NetWare 3.11 has overcome the limitation of login authentication exchange.

II. The most significant feature of NetWare 5.1 is the ability to convert any type of server into a web server.

III. NetWare 6.x enables free access to the networked resources anytime and anywhere.

IV. NetWare Directory Services (NDS) was introduced in NetWare 6.x.

(a) Both (I) and (IV) above

(b) Both (II) and (III) above

(c) Both (II) and (IV) above

(d) (I), (III) and (IV) above

(e) (II), (III) and (IV) above.

11. In Mac OS X, aqua is the interface built on which of the following graphic technologies?

(a) Quartz, OpenGL, QuickTime

(b) Finder, System V, Quartz

(c) Finder, System V

(d) System V, QuickTime

(e) System V, OpenGL, Finder.

12. Information is used for specific purposes and affects decision-making at various levels in an organization. Based

on application, information is classified into

(a) Planning information, control information, and knowledge information

(b) Planning information, control information, and detailed information

(c) Control information, and summarized information

(d) Planning information, knowledge information, and detailed information

(e) Planning information, and summarized information.

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13. Which of the following relate(s) to the 'information' classification done by professor John Dearden?

I. Action and no-action information.

II. Internal and external information.

III. Formal and informal information.

(a) Only (II) above

(b) Both (I) and (II) above

(c) Both (I) and (III) above

(d) Both (II) and (III) above

(e) All (I), (II) and (III) above.

14. Amita, an anthropologist, in course of her studies met several tribes across the world and based on their nature,

she interviewed them in order to learn about them. The information collected by this method is

(a) Summarized information

(b) Non-recurring information

(c) Qualitative information

(d) Control information

(e) Recurring information.

15. Individuals tend to exercise discretion over the content or distribution of information and this discretion may have

an adverse effect on the information transmitted. Which of the following is **not** a method by which discretion is

generally exercised?

- (a) Message delay
- (b) Modification or filtering
- (c) Inference or uncertainty absorption
- (d) Message routing
- (e) Presentation bias.

16. Quality is subjective in nature and hence the parameters should be defined clearly in order to judge quality of information. Which of the following parameters of quality refers to the usage of information and its suitability?

- (a) Reliability
- (b) Validity
- (c) Consistency
- (d) Age
- (e) Impartiality.

17. In Microsoft-Excel, which of the following symbols locks a cell location to a fixed position?

- (a) :
- (b) ,
- (c) .
- (d) \$
- (e) &.

18. In spreadsheets, which of the following charts are used to express the relative percentage of each portion as a part of the whole?

- (a) Column charts
- (b) Bar charts
- (c) Scatter charts
- (d) Line charts
- (e) Pie charts.

19. In Microsoft-Excel, which of the following is **not** an information function?

- (a) CELL
- (b) ISLOGICAL
- (c) INFO
- (d) ISTEXT
- (e) CLEAN.

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20. In a Microsoft-Excel sheet, when the formula '=2+3*5^3/5' is entered in a cell, the result would be

- (a) 677
- (b) 77
- (c) 3125
- (d) 125
- (e) 75.4.

21. In a Microsoft-Excel sheet, suppose that the cells A1, A2, A3 contain data: 3, 7, 8 respectively and the cells B1,

B2, B3 contain data: 5, 6, 8 respectively. When the formula '=SQRT(A1+B2)' is applied in the cell C1, and dragged to the subsequent cells C2 and C3, the result would be

- (a) 3, 3, 3
- (b) 3, 3.872, 3.872
- (c) 3, 3.872, 2.828
- (d) 3, 3.605, 3.741
- (e) 3, 3.166, 1.732.

22. In a Microsoft-Excel sheet, while recording a macro, if 'Y' is given as the shortcut key, then which of the following commands would automatically fill the recorded macro in the current column?

- (a) CTRL+Y
- (b) SHIFT+Y
- (c) ALT+Y
- (d) CTRL+F2+Y
- (e) SHIFT+F2+Y.

23. Which of the following statements is/are **true** about various protocols?

I. POP2 can be used with or without SMTP for sending messages.

II. IMAP is like a remote file server that allows the users to retain the mails on the server and organize them

in folders.

III. IMAP4 version provides a mechanism for a client to ask the server to search for messages meeting a variety of criteria.

- (a) Only (I) above
- (b) Only (III) above
- (c) Both (I) and (II) above
- (d) Both (II) and (III) above
- (e) All (I), (II) and (III) above.

24. Which of the following is **not** an enterprise conferencing tool?

- (a) Teleconferencing
- (b) Discussion forum
- (c) Internet relay chat
- (d) Web publishing
- (e) Electronic meeting system.

25. Which of the following statements is **false** about internet connectivity?

- (a) Internet helps researchers to gather scientific related information
- (b) In Internet, if a part of the network is damaged, the rest of the system would still work
- (c) Internet using fiber-optic cables has low data carrying capacity than telephone lines
- (d) Using Internet, monetary transactions can be done online, without using any physical currency
- (e) The network developed by department of defense, USA, was called ARPANET and it inter-linked scientific and academic researchers in the USA.

26. Venkat, a sales executive, was making a detailed report on the sales persons in Hyderabad and decided to represent it in a Gantt chart for increased clarity. Which of the following work management tools would be useful

for his purpose?

- (a) Calendaring and scheduling tool
- (b) Task and project management tool
- (c) Workflow systems
- (d) Discussion forum
- (e) Knowledge management system.

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27. Which of the following statements is **false** about intranet connectivity?

- (a) Intranet is highly secure to ensure that external users cannot access them
- (b) Intranet uses internet network connectivity using TCP/IP
- (c) Intranet is a private computer network which is designed for internal use within the organization
- (d) Intranet is similar to internet in terms of hardware and software used
- (e) Intranet does not require expending of funds and add-on staff.

28. Management reporting systems are information systems that provide support to the management of an organization by providing them with various types of reports. Which of the following statements is **false** about such reports?

- (a) Push reports are the reports that are sent to the networked workstation of the managers
- (b) Push reports are alternatively termed as adhoc reports
- (c) Managers use queries and report generators for demand reports and responses
- (d) Daily sales report is an example of periodic scheduled report
- (e) Exception reports are not generated on a regular basis.

29. Nandita, an Economist in a MNC, was asked by the sales manager to provide the details about sales and purchasing power of the customers which were affected by a repeated change in the price of a product. Which of the following types of analytical modeling will be helpful to Nandita?

- (a) Value analysis
- (b) Sensitivity analysis
- (c) Goal seeking analysis
- (d) Optimization analysis
- (e) Time-series analysis.

30. The main task of Online Analytical Processing (OLAP) is to transform relational or non-relational data into highly explorable structures called

- (a) Power Cubes
- (b) Modules
- (c) Clusters
- (d) Blocks

(e) Entities.

31. Which of the following statements is/are **false** regarding Business Process Re-engineering (BPR)?

I. The risk of failure and the level of disruption are very low in case of BPR.

II. Implementing BPR is expensive.

III. Strategic business processes are re-engineered.

(a) Only (I) above

(b) Only (II) above

(c) Both (I) and (II) above

(d) Both (I) and (III) above

(e) Both (II) and (III) above.

32. Which of the following statements is/are **true** about the functions of Online Analytical Processing (OLAP)?

I. Drilling involves examining the database from different standpoints.

II. Slicing and dicing involves representing the data in detailed form.

III. In order to improve understanding for users, the information available in tabular form can be transformed into charts and graphs.

(a) Only (II) above

(b) Only (III) above

(c) Both (I) and (II) above

(d) Both (II) and (III) above

(e) All (I), (II) and (III) above.

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33. Which of the following statements is **false** about flow charts?

(a) Changes or modifications in the program logic requires a completely new flow chart

(b) There are standards regarding the amount of detail that should be included in a flow chart

(c) While drawing a flowchart, all the requirements should be listed in a logical order

(d) Each symbol used in a flowchart should have an entry point and an exit point

(e) The instructions within the symbols of a program flow chart should be independent of any particular programming language.

34. Which of the following statements is/are **true** about fourth generation languages?

I. Applications generated by application generators are highly code-intensive.

II. FOCUS, a fourth generation language, is built around a proprietary database management system called ADABAS.

III. NATURAL is one of the popular fourth generation languages that has the capability to create and manipulate databases.

(a) Only (I) above

(b) Only (III) above

(c) Both (I) and (II) above

(d) Both (I) and (III) above

(e) All (I), (II) and (III) above.

35. Which of the following terms in object-oriented programming refers to the process of hiding the complexity and

internal functionality of objects?

(a) Normalization

(b) Polymorphism

(c) Encapsulation

(d) Inheritance

(e) Abstraction.

36. Which of the following high-level programming languages was developed by Professor Niklaus Wirth?

(a) ADA

(b) PASCAL

(c) BASIC

(d) C

(e) COBOL.

37. In a flowchart, 'decision making' is represented by

(a)

(b)

(c)

(d)

(e)

38. The overall logical structure of a database is known as

- (a) Instance
- (b) Object
- (c) Schema
- (d) Model
- (e) Constraint.

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39. Which of the following statements is **false** about various types of file organization?

- (a) In pile file organization, the records are of variable length
- (b) All records and fields in a sequential file organization are of a fixed format
- (c) In pile file organization, files are saved in the order that they arrive
- (d) New records in the indexed-sequential file organization are first added to the main file
- (e) In indexed file organization, when a new record is added to the main file, all the index files are updated.

40. Who among the following proposed the relational model in 1970?

- (a) Bill Inmon
- (b) Edgar F.Codd
- (c) Peter Pin-Shan Chen
- (d) Barry E.Cushing
- (e) Gordon B.Davis.

41. In the E-R model, which of the following describes the mapping of associated entity instances in a relationship?

- (a) Degree of relationship
- (b) Integration
- (c) Connectivity
- (d) Cardinality
- (e) Generalization.

42. Assume that a sales manager of a national company wants to know the sales details (i.e, salesperson, city, state

and sales) of Andhra Pradesh (coded as AP) from the table 'salesdetails'. Then, which query will return

Salesperson City State Sales

Person1 Hyderabad AP 500

Person2 Warangal AP 100

Person3 Vizag AP 300

- (a) SELECT salesperson,city,state,sales FROM salesdetails WHERE state='AP';
- (b) SELECT salesperson,city,state,sales WHERE state='AP';
- (c) SELECT salesperson,city,state,sales FROM state='AP';
- (d) SELECT salesperson,city,state,sales WHERE salesdetails FROM state='AP';
- (e) SELECT salesperson,city,state,sales FROM salesdetails of state='AP';

43. Which of the following statements is/are **true** about distributed databases?

I. In a distributed database, data is stored on multiple computers that are either at the same location or scattered over an interconnected network of computers.

II. A distributed database is a partnership among individual database management systems at different sites to enable the user to have direct access to the data anywhere in the network.

III. In a distributed database, if one site fails, the remaining sites will not operate.

- (a) Only (III) above
- (b) Both (I) and (II) above
- (c) Both (I) and (III) above
- (d) Both (II) and (III) above
- (e) All (I), (II) and (III) above.

44. Which of the following statements is/are **true** about the levels of abstraction?

I. View level describes the manner in which data is actually stored.

II. Logical level describes the type of data stored in the database and their relationships.

III. View level is also known as conceptual level.

- (a) Only (I) above
- (b) Only (II) above
- (c) Both (I) and (II) above
- (d) Both (I) and (III) above
- (e) All (I), (II) and (III) above.

45. Which of the following statements is/are **true** about types of normal forms?

I. If all entries in a table are scalar-valued, then it is said to be in the first normal form.

II. In the second normal form no non-key field is functionally dependent on any other non-key field.

III. A table is in the third normal form if all non-key attributes are functionally dependent entirely on the primary key.

- (a) Only (I) above
- (b) Only (II) above
- (c) Both (I) and (II) above
- (d) Both (I) and (III) above
- (e) All (I), (II) and (III) above.

46. The Open System Interconnection (OSI) reference model consists of seven layers as per the proposal developed

by International Standards Organization (ISO). Which of the following layers is **not** among them?

- (a) The application layer
- (b) The session layer
- (c) The transport layer
- (d) The internet layer
- (e) The network layer.

47. Which of the following statements is/are **true** about networking devices?

I. A bridge processes data faster than a repeater.

II. A switch allows faster data transmission than a router.

III. Network Interface Cards (NICs) control the flow of information between a user and the network.

- (a) Only (III) above
- (b) Both (I) and (II) above
- (c) Both (I) and (III) above
- (d) Both (II) and (III) above
- (e) All (I), (II) and (III) above.

48. Sarah was in a queue at a supermarket waiting to be billed and wondered how the billing nodes were networked.

When asked, an employee at a billing node said that he could connect only to the central server but not to other billing nodes. Which of the following network topologies best describes such a scenario?

- (a) Star topology
- (b) Ring topology
- (c) Bus topology
- (d) Hybrid topology
- (e) Mesh topology.

49. Which of the following statements is **false** regarding Local Area Network (LAN) protocols?

(a) The Ethernet is a widely used LAN technology developed by HP

(b) The Ethernet uses a coaxial cable or a special grade of twisted pair wires to transmit data

(c) The Token Ring is a LAN technology developed by IBM

(d) The Ethernet and the Token Ring networks use different Network Interface Cards (NICs)

(e) A Fiber Distributed Data Interface (FDDI) operates over fiber optic cable at 100 Mbps and is used to connect two or more LANs over large distances.

50. Which of the following statements is/are **true** about peer-to-peer networks?

I. Peer-to-peer networks have a centralized management source or a file server.

II. In peer-to-peer networks users can share files and resources on their computers and access the resources of other computers.

III. Peer-to-peer networks are exclusively designed for Wide Area Networks (WANs).

- (a) Only (II) above
- (b) Both (I) and (II) above
- (c) Both (I) and (III) above
- (d) Both (II) and (III) above
- (e) All (I), (II) and (III) above.

51. Which among the following is defined as a standard set of rules and procedures for the control of communications

in a network?

- (a) Protocol

- (b) Packet
- (c) Frame
- (d) Interface
- (e) Header.

52. Which of the following statements is **not true** about converged networks in an organization?

- (a) Converged networks retain the need for support services and personnel that were earlier available for different types of networks
- (b) Converged networks ease making changes in the functions when there is a change in the staff
- (c) Converged networks make use of a variety of wired and wireless devices
- (d) Converged networks lead to reduction of costs involved in the network bandwidth
- (e) Usage of converged networks provides various options to the organization to make use of new equipment by replacing the existing ones that have become obsolete or those which have been on lease.

53. Which of the following statements is/are **true** about telecommunications equipment for WAN?

I. WANs have a local access number called Point of Protocol (POP).

II. WANs have long distance trunk lines called backbones.

III. LANs are connected to backbones through bridges and/or routers.

- (a) Only (I) above
- (b) Only (II) above
- (c) Both (I) and (II) above
- (d) Both (I) and (III) above
- (e) Both (II) and (III) above.

54. The media over which the data is transmitted and received in a telecommunications network is called telecommunications media. Which of the following is a guided media having highest bit rates?

- (a) Coaxial cables
- (b) Optical fibers
- (c) Open wires
- (d) Twisted-pair wires
- (e) Infrared systems.

55. With the use of the internet, intranet, ADSL, and other telecommunications technologies, distance is no longer a

barrier to communication. Here, ADSL stands for

- (a) Asymmetric Double Subscriber Line
- (b) Asymmetric Delay Subscriber Line
- (c) Asymmetric Digital Subscriber Line
- (d) Asymmetric Data Subscriber Line
- (e) Asymmetric Direct Subscriber Line.

56. Which of the following is the regulatory authority for telecommunications in India?

- (a) ITU
- (b) CCITT
- (c) TRAI
- (d) ISO
- (e) IEEE.

57. John Buckley identified various approaches to design a Management Information System (MIS). The Shotgun

approach is one of them. Which of the following statements is **true** about this approach?

- (a) In this approach, the user has to manually filter and sort the information based on the requirement
- (b) Using this approach, the cost of gathering and storing information does not increase the overall costs for an organization
- (c) In this approach, information consumes less memory space and chances of duplication are reduced
- (d) In this approach, the scientific observations of decision makers at work in an organization are taken into consideration while designing an MIS
- (e) This approach is an improvement on the rational approach.

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58. Which of the following is **not** a step defined by Herbert Simon in the ‘problem-solving approach’?

- (a) Intelligence
- (b) Design
- (c) Feedback
- (d) Choice
- (e) Review.

59. A Request for Quotation (RFQ) and a Request for Information (RFI) are the two variants of a Request for Proposal (RFP). Which of the following is **false** about these documents?

- (a) An RFP is issued to assess competitive bids from the vendors
- (b) An RFQ is used in situations where there is no need for discussing the specifications of the product or service with the vendors as they are already known
- (c) An RFQ is sent to the vendors before the RFP in order to get information about the range of prices
- (d) An RFI necessarily leads to an RFQ and an RFP
- (e) An RFI is used to find out the potential products or services available in the market that could meet the needs of an organization.

60. Which of the following steps of Systems Development Life Cycle (SDLC) includes information flow between departments, identification of hardware, and networking?

- (a) Identification
- (b) Planning
- (c) Feasibility study
- (d) System design
- (e) Post implementation review.

61. Which of the following steps of Information Systems (IS) procurement are involved in the process of differentiating an external procurement from a system developed in-house?

- I. Inviting proposals.
- II. Analyzing the system.
- III. Evaluating the proposals.
- IV. Selecting the vendor.
- V. Identifying, selecting and planning the system.

- (a) Both (I) and (II) above
- (b) Both (III) and (V) above
- (c) (I), (III) and (IV) above
- (d) (II), (III) and (IV) above
- (e) (III), (IV) and (V) above.

62. Which of the following **does not** come under the classification of the MIS maintenance?

- (a) Emergency maintenance
- (b) Request for special reports
- (c) Control of the system
- (d) System requirements
- (e) Routine maintenance.

63. Which of the following represents the **correct** sequence of steps in the MIS implementation planning?

- (a) Establishing a reporting and controlling system, identifying and establishing relationships among tasks, establishing a schedule, and preparing a cost estimate for the tasks
- (b) Identifying and establishing relationships among tasks, establishing a schedule, preparing a cost estimate for the tasks, and establishing a reporting and controlling system
- (c) Identifying and establishing relationships among tasks, preparing a cost estimate for the tasks, establishing a schedule, and establishing a reporting and controlling system
- (d) Identifying and establishing relationships among tasks, establishing a reporting and controlling system, preparing a cost estimate for the tasks, and establishing a schedule
- (e) Establishing a reporting and controlling system, establishing a schedule, identifying and establishing relationships among tasks, and preparing a cost estimate for the tasks.

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64. Testing is one of the key processes in an MIS implementation. Which of the following statements is/are **true** about the test description?

- I. The test description is derived from the test specification.
 - II. The test description should briefly and clearly identify the objectives of the system.
 - III. The duration of the test, and the methodologies and procedures to be followed come under the test description.
- (a) Only (II) above
 - (b) Both (I) and (II) above
 - (c) Both (I) and (III) above
 - (d) Both (II) and (III) above
 - (e) All (I), (II) and (III) above.

65. Documentation is the process of maintaining written reports describing the scope, purpose, information flow, and

operating procedures of the system. It is required during

I. Troubleshooting.

II. Training of operating personnel.

III. Upgrading the system.

(a) Only (III) above

(b) Both (I) and (II) above

(c) Both (I) and (III) above

(d) Both (II) and (III) above

(e) All (I), (II) and (III) above.

66. In a Management Information System's (MIS) implementation process the point at which the new system replaces the old system is called

(a) Blackout

(b) Break down

(c) Cross over

(d) Cutover

(e) Turn off.

67. The Willard Model identified five elements that are related to the professionalism of Information Resource Management (IRM) in carrying out various activities for an organization. The element that involves discovering the information resources that are considered capable of providing quality information to the organization is called

(a) Development

(b) Ownership

(c) Exploitation

(d) Cost and value

(e) Identification.

68. Who among the following, defined Information Resource Management (IRM) as "the recognition by an organization that data and information are valuable resources and the application of the same principles of managing data and information as are used in managing physical resources such as personnel"?

(a) Schneymann

(b) Forest W. Horton

(c) Cornelius F. Burk

(d) McLeod and Brittain-White

(e) Robert S. Kaplan and David Norton.

69. When Suresh took over as the CEO of Tasty biscuits Ltd, he was worried regarding the future financial performance of the company as well as its ability to achieve the set goals. He wanted a management tool that would help him in monitoring and measuring the performance in key areas. Which of the following IT governance frameworks would satisfy Suresh's requirement?

(a) Control objectives for information and related technology

(b) IT infrastructure library

(c) Business continuity planning

(d) Balanced scorecard

(e) Disaster recovery planning.

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70. Sudha Rani runs a gristmill, where various grains are ground, in Kurnool, A.P. Owing to the recent floods, power

supply got disrupted and this has badly affected her business. In this context, grinding machines running on electricity serves as _____ for her business.

(a) A Non-critical Function

(b) A Critical Function

(c) A Vital Function

(d) A Sensitive Function

(e) A Testing Function.

71. Providing privacy to messages and data, by hiding the information using various encryption techniques is called

(a) Authentication

(b) Non-repudiation

(c) Confidentiality

- (d) Integrity
- (e) Audit trail.

72. Under Section 802 (a) (1) of the Sarbanes-Oxley Act, organizations are required to store all records related to an

audit for at least a period of

- (a) Five years
- (b) One year
- (c) Two years
- (d) Three years
- (e) Four years.

73. Tom, an American, was assigned to India as a project manager at ABC Systems Ltd. He convened the team to meet and discuss the proposed strategy. He was upset when no one at the meeting had a comment or a suggestion.

Which of the following global IT management challenges would explain this scenario?

- (a) Geopolitical challenges
- (b) Alignment of strategies
- (c) Cultural differences
- (d) Problem of control
- (e) Varied set of skills.

74. Which of the following statements is/are **true** regarding Information Technology enabled Services (ITeS)?

I. ITeS is a unique form of outsourcing non-core services to an external company that owns and manages the process.

II. ITeS reduces the operating costs of an organization, thus enhancing its profitability.

III. ITeS can involve outsourcing processes that require continuous enhancement and rigorous quality checks, and those that can be enabled with IT.

- (a) Only (II) above
- (b) Both (I) and (II) above
- (c) Both (I) and (III) above
- (d) Both (II) and (III) above
- (e) All (I), (II) and (III) above.

75. Vijay India Private Limited is a textile company that has centralized its operations in India. All the strategic and

operational decisions in the company are centralized and are taken by the parent organization. Even the R&D facility of the company is centralized. What type of strategy is the company following?

- (a) Global strategy
- (b) International strategy
- (c) Transnational strategy
- (d) Multinational strategy
- (e) Continental strategy.

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76. In 2004, CRY deployed an Enterprise Resource Planning (ERP) system developed by

- (a) IBM
- (b) Agni Software Private Limited
- (c) People Soft
- (d) Tera Software Private Limited
- (e) GE.

77. A well-designed Management Information System (MIS) provides lots of advantages to Non-Profit Organizations

(NPOs). Which of the following statements is/are **true** regarding NPOs?

I. NPOs carry out programs that help in improving the lives of the deprived sections of society.

II. NPOs act as watchdogs for society and execute the programs that are developed by the government organizations.

III. NPOs are usually funded by private and public companies.

- (a) Only (I) above
- (b) Both (I) and (II) above
- (c) Both (I) and (III) above
- (d) Both (II) and (III) above
- (e) All (I), (II) and (III) above.

78. CRY, an NPO in India, has made use of information systems to manage its activities. Which of the following statements is/are **true** regarding CRY Contact Management System (CRYCMS)?

I. CRYCMS deals with the marketing (front office) of CRY.

II. CRYCMS enables integration of the system with other systems in line with the CRYDMS.

III. CRYCMS is used for leading the CRYDMS and CRYFAS.

(a) Only (I) above

(b) Only (III) above

(c) Both (I) and (II) above

(d) Both (I) and (III) above

(e) Both (II) and (III) above.

79. A Project Management Information System (PMIS) helps in planning, scheduling and tracking the various tasks

and procedures involved in the projects. Arrange the following steps in the **right** order for selecting a PMIS.

I. A set of priorities should be laid out for the items based on the extent to which they are required.

II. Each software package should be compared with a standard project which represents the current and the forecasted requirements.

III. A comprehensive set of selection criteria should be compiled.

IV. A preliminary evaluation of the software packages should be conducted with the help of data supplied by the vendor, the product reviews and the software surveys.

V. Support from the vendors, i.e. training, maintenance of the product, etc., should be negotiated.

(a) I-IV-II-III-V

(b) I-II-V-IV-III

(c) II-IV-I-III-V

(d) III-I-II-IV-V

(e) III-I-IV-II-V.

80. Which of the following is **not** a Non-Profit Organization?

(a) Service clubs

(b) Child care centers

(c) Environmental groups

(d) Public companies

(e) Church groups.

81. Which of the following is a type of exchange that is best suited for commodities that are traded in bulk and those

that are in limited supply?

(a) Broker hubs

(b) Aggregator hubs

(c) Collaboration hubs

(d) Cooperative hubs

(e) Translator hubs.

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82. Zara is a chain of fashionable-dress stores that has decided to integrate all of its applications. Most of the applications used by Zara were developed in-house by various teams and it realized that there were several cases of different applications in different sites, basically performing the same function. For successful Enterprise Application Integration, which of the following principles is the **most appropriate** to be followed by Zara?

(a) Common representation of data and processes

(b) Early and regular testing

(c) Consolidation should precede integration

(d) Alignment of plans to strategy

(e) Re-factoring interfaces.

83. Which of the following is **not** a major category of Enterprise Application Integration (EAI)?

(a) Database linking

(b) Common virtual system

(c) Application linking

(d) Data mining

(e) Data warehousing.

84. Which of the following statements is/are **false** about Business-to-Business (B2B) marketplaces?

I. B2B marketplaces will increase the cost of paperwork.

II. B2B marketplaces will not have any control over fraudulent purchases.

III. B2B marketplaces offer efficient and fast product launch.

- (a) Only (I) above
- (b) Only (II) above
- (c) Only (III) above
- (d) Both (I) and (II) above
- (e) Both (II) and (III) above.

85. Built-to-order is one of the models of supply chain management. Which of the following characteristics is/are **not** exhibited by this model?

- I. Mass customization.
- II. Flexibility in procurement process.
- III. Managing large stocks.

- (a) Only (I) above
- (b) Only (II) above
- (c) Only (III) above
- (d) Both (I) and (II) above
- (e) Both (II) and (III) above.

86. Inter-enterprise integration i.e. integration of an organization's operations and strategies with those of their trading partners, suppliers, and customers is possible through three types of supply chains. Which of the following statements is/are **true** about those types?

- I. A responsive supply chain aims to bring about changes in the supply chain in response to the changes in customer demand as quickly as possible.
- II. Intelligent supply chains keep strengthening the weak links in the supply chain on the basis of the changing market conditions to get competitive advantage over others.
- III. In an enterprising supply chain, to fulfill the customer requirements, the most important factor to be considered is Available-to-Promise (ATP).

- (a) Only (II) above
- (b) Only (III) above
- (c) Both (I) and (II) above
- (d) Both (II) and (III) above
- (e) All (I), (II) and (III) above.

87. The Supply Chain Planning modules fall into different categories. Which of the following modules is used to incorporate the requirements specified by the customers?

- (a) Advanced scheduling
- (b) Demand planning
- (c) Distribution planning
- (d) Transportation planning
- (e) Manufacturing planning.

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88. Which of the following statements is/are **true** about the integrated make-to-stock model?

- I. The latest trend in the integrated make-to-stock model is called postponement process where the final product is assembled in the distribution channel.
- II. In the integrated make-to-stock model, companies wait for customers to place orders.
- III. In the integrated make-to-stock model, the goods are stocked by intermediaries at each level till they are purchased.

- (a) Only (I) above
- (b) Only (III) above
- (c) Both (I) and (II) above
- (d) Both (I) and (III) above
- (e) Both (II) and (III) above.

89. In the supply chain execution process, factors like–time, quantity and location where the sub-assemblies would be

required is **not** determined by

- I. Master production schedule.
- II. Manufacturing resource planning system.
- III. Order planning.
- IV. Replenishment.

- (a) Both (I) and (III) above
- (b) Both (I) and (IV) above

- (c) Both (II) and (III) above
- (d) Both (II) and (IV) above
- (e) Both (III) and (IV) above.

90. Which of the following statements is/are **false** about the continuous replenishment model?

- I. Companies involved in either manufacturing or services engage the continuous replenishment model.
- II. The continuous replenishment model involves postponement.
- III. The objective of the continuous replenishment model is to coordinate processes in an organization.

- (a) Only (I) above
- (b) Only (II) above
- (c) Only (III) above
- (d) Both (I) and (II) above
- (e) Both (II) and (III) above.

91. There are many modules which are part of the Enterprise Resource Planning suite offered by SAP AG. Which of

the following are the sub-modules of Plant Maintenance Module?

- I. Equipment tracking.
- II. Personnel management.
- III. Component tracking.
- IV. Preventive maintenance control.

- (a) Both (I) and (II) above
- (b) Both (III) and (IV) above
- (c) (I), (III) and (IV) above
- (d) (II), (III) and (IV) above
- (e) All (I), (II), (III) and (IV) above.

92. Which of the following ERP modules comprises sub modules like master data management, warehouse management and pricing management?

- (a) Finance and accounting module
- (b) Manufacturing module
- (c) Human resource management module
- (d) Sales and distribution module
- (e) Plant maintenance module.

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93. Which of the following statements is/are **true** regarding the Service-Oriented Architecture (SOA)?

- I. The SOA links only the dependent applications into a network which enables the network to create custom composite applications.
- II. The SOA is an approach towards designing, implementation and deployment of information systems.
- III. The implementation of the SOA model should be done in large phases.

- (a) Only (II) above
- (b) Both (I) and (II) above
- (c) Both (I) and (III) above
- (d) Both (II) and (III) above
- (e) All (I), (II) and (III) above.

94. Which of the following statements is/are **true** regarding the Enterprise Architecture Planning?

- I. The goals, objectives and strategies of an organization form the basis for the development of ERP architecture.
- II. The architecture should take into consideration all the interconnections and interdependencies of the business functions.
- III. It is essential that the architecture is either derived from a data view or a functional view of an organization.

- (a) Only (I) above
- (b) Both (I) and (II) above
- (c) Both (I) and (III) above
- (d) Both (II) and (III) above
- (e) All (I), (II) and (III) above.

95. With the implementation of ERP in a company the time gap between the receipt of an order and the delivery of a

product is affected. Such time gap is referred to as

- (a) Finishing time
- (b) Response time

- (c) Lead time
- (d) Grace time
- (e) Cycle time.

96. Which of the following statements is **false** about various approaches to ERP implementation?

- (a) In the big bang approach, people may resist the change and the implementation process may get delayed
- (b) For the phased approach, rapid realignment of processes, greater commitment from the organization in terms of time and resources, and greater cooperation from employees in terms of longer hours of work is essential
- (c) Most organizations prefer the phased implementation because the risks can be more easily controlled in this approach
- (d) In the big bang approach, employees are forced to cope with the change quickly, thus speeding up the pace of change, bringing about the desired benefits in a short span of time
- (e) Whether an organization adopts a phased or a big bang approach, it is essential that the detailed design of the ERP system and roadmap for its implementation are developed in advance.

97. Which of the following statements is/are **false** regarding Extended Enterprise Resource Planning (XERP)?

- I. A majority of XERP customers are well aware about how they can generate higher returns on investments just by connecting applications or partners.
 - II. Most XERP application customers are interested in opting for a more focused solution that answers the specific problems faced by their organizations.
 - III. There is a growth in XERP companies, each of which is pursuing a specific integration-based solution based on the feedback from a select group of customers.
- (a) Only (I) above
 - (b) Only (II) above
 - (c) Only (III) above
 - (d) Both (I) and (II) above
 - (e) Both (II) and (III) above.

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98. E-CRM infrastructure is an essential requirement for any organization for integrating all business function software. Which of the following are its fundamental elements?

- I. Customer data computing architecture.
 - II. Retaining profitable customers.
 - III. Business rules for coordinating interactions.
 - IV. Systems and processes that facilitate integration of legacy, analytic and operational CRM systems.
- (a) Both (I) and (III) above
 - (b) Both (I) and (IV) above
 - (c) (I), (II) and (III) above
 - (d) (I), (III) and (IV) above
 - (e) All (I), (II), (III) and (IV) above.

99. 3M, a well known company, introduces new products and services throughout the year which makes it difficult

for the call-center representatives to answer the queries of all customers. In order to avoid this pitfall and provide timely replies to the queries, 3M decided to implement an E-CRM system. Under which of the following E-CRM components is this issue addressed?

- (a) Cross-selling and up-selling software
- (b) Direct marketing and fulfillment
- (c) Customer support and service
- (d) Field service operations
- (e) Retention management.

100. In the E-CRM infrastructure, the ability to capture, share, and store customer information through electronic means and making it accessible to the entire organization is called

- (a) Content management
- (b) Contact management
- (c) Information sharing
- (d) Information capturing
- (e) Information storing.

END OF QUESTION PAPER

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Suggested Answers

IT & Systems (SMB109)

ANSWER REASON

1. B EDVAC is the first device designed on stored program concept.
 2. D The first generation computers used vacuum tubes as circuitry.
 3. E Printers produce hard copies of information stored on paper and also on transparencies. Printers are connected to the computer through a printer cable. Printers are generally categorized by the way they create print characters.
 4. B Based on technology, computers are classified into Analog Computers, Digital Computers and Hybrid Computers.
 5. D IBM AS/400 is an example of minicomputers. All other are the examples of supercomputers.
 6. B The image quality of flatbed scanners is good as compared to handheld scanners.
 7. E Though UNIX is the most widely used among the operating systems, it suffers from certain drawbacks like lack of compatibility with different versions, cryptic commands that are difficult to learn and lack of user-friendliness. 'passwd' is the UNIX command used to change password. 'ssh nd' is the UNIX command used to login securely to remote node. System V developed by AT&T and BSD4.x developed by Berkely university are the versions of UNIX.
 8. B Command-line user interface is a character-based user interface. Command-line user interface is not very popular as it involves a lot of memorization of commands and syntaxes. Graphical user interface is easy to use, but they make heavy demands on use of processor and slow down the computer. Apple Incorporation has released Macintosh line of computer systems featuring a GUI. MS-DOS uses a default command-line interface. Menu-driven user interface is not very popular as it involves memorization of commands and their specific syntax.
 9. B In preemptive multi-tasking, operating system allocates CPU time to all running processes. In cooperative multi-tasking operating system, foreground program gains control of the CPU, retains this control until the program's task is finished and then hands over the control of CPU to other programs. In multi-threading operating system, users can work on one task in an application while the other tasks keep running in the background.
 10. B NetWare 3.12 has overcome the limitation of login authentication exchange. The most significant feature of NetWare 5.1 is that ability to convert any type of server into a web server. NetWare 6.x enables free access to the networked resources anytime and anywhere. NetWare Directory Services (NDS) was introduced in NetWare 4.x.
 11. A Aqua interface in Mac OS X is built on 3 graphics technologies namely: Quartz, OpenGL, QuickTime.
 12. A Information is used for specific purposes in the organization and affects the decision-making at various levels in the organization. Based on application, information is classified into Planning information, control information, knowledge information.
 13. B According to professor John Dearden, information is classification into Action and no-action information, Internal and external information and recurring and non-recurring information.
 14. C Amita, an anthropologist, in course of her studies meets several tribes across the world and based on their nature, she interviewed them in order to learn about them. The information collected by this method is Qualitative information.
 15. D Individuals tend to exercise discretion over the content or distribution of information and this discretion may have an adverse effect on the information that is transmitted. Methods by which discretion is generally exercised are: Message delay, Modification or filtering, Inference or uncertainty absorption and Presentation bias.
 16. B Validity refers to use of information and its suitability.
 17. D In Microsoft-Excel, '\$' locks the cell location to a fixed position.
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18. E In spreadsheets, Pie charts are used to express the relative percentage of each portion as a part of the whole.
 19. E CLEAN is a text function. All other are the information functions.
 20. B In Microsoft-Excel, if the formula '=2+3*5^3/5' is given in a cell, then the result would be 77.
 21. C In Microsoft-Excel, Assume the cells A1, A2, A3 contain data: 3, 7, 8 respectively and the cells B1, B2, B3 contain data: 5, 6, 8 respectively. When we apply the formula '=SQRT(A1+B2)' in the cell C1, and is dragged into the subsequent cells C2 and C3, then the result will be 3, 3.872, 2.828. C1 contains '=SQRT(A1+B2)', C2 contains '=SQRT(A2+B3)' and C3 contains '=SQRT(A3+B4).
 22. A In Microsoft-Excel, while recording a macro if 'Y' is given as shortcut key, then by pressing

CTRL+(shortcut key given) i.e, CTRL+Y, will automatically fill the recorded macro in the column.

23. D POP2 requires SMTP for sending messages. IMAP is like a remote file server that allows the users to retain the mails on the server and organize them in folders. IMAP4 version provides a mechanism for a client to ask the server to search for messages meeting a variety of criteria.

24. D Web publishing is an enterprise communication tool.

25. C Internet using fiber-optic cable connections has more data carrying capacity than telephone lines.

26. B Task and project management tool helps in generating Gantt charts.

27. E Intranet requires expending of funds and add-on staff.

28. B Demand reports are alternatively termed as adhoc reports.

29. B (a) Value analysis is not relevant.

(b) Sensitivity analysis is used to observe how repeated changes in a single variable affect other variables.

(c) In Goal-seeking analysis, repeated changes are made to selected variables until a chosen variable reaches a target value.

(d) Optimization analysis is used for finding an optimum value for selected variables, given certain constraints.

(e) Time-series analysis is not related to analytical modeling.

30. A The main task of Online Analytical Processing (OLAP) is to transform relational or nonrelational data into highly explorable structures called Power Cubes.

31. A Business Process Re-engineering (BPR) deals with complete redesigning of the business processes, business improvement is used for making improvements in the existing processes. Business improvement is usually carried out for any process while only the strategic business processes are reengineered. Also, the risk of failure and level of disruption is very high in case of BPR while it is low in case of business improvement. Implementing BPR is expensive.

32. B Drilling involves representing the data in detailed form. Slicing and dicing involves examining the database from different standpoints. To get better understanding for users, information available in tabular form can be transformed into charts and graphs also.

33. B There are no standards regarding the amount of detail that should be included in a flow chart.

34. D Applications generated by application generators are highly code-intensive. NATURAL, a fourth generation language is built around a proprietary database management system called ADABAS. NATURAL is one the popular fourth generation languages that have the capability to create and manipulate databases.

35. E Abstraction refers to the process of hiding the complexity and internal functionality of objects.

36. B PASCAL was developed by Professor Niklaus Wirth.

37. A In a flowchart, 'decision making' is represented by

38. C The overall logical structure of a database is known as schema.

39. D New records in the indexed-sequential file organization are first added to the overflow file.

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40. B In 1970, Edgar F.Codd proposed the relational model.

41. C In E-R model, connectivity describes the mapping of associated entity instances in the relationship.

42. A Assume that a sales manager of a national company wants to know the sales details in AndhraPradesh (coded as AP), then the query: `SELECT salesperson,city,state,sales FROM salesdetails WHERE state='AP'`; will return

Salesperson City State Sales

Person1 Hyderabad AP 500

Person2 Warangal AP 100

Person3 Vizag AP 300

43. B In Distributed database, data is stored on multiple computers that are located either at the same location or are scattered over a network of computers that are interconnected. Distributed database can be regarded as a partnership among individual database management systems at different sites to enable the user to have clear access to the data anywhere in the network. In a distributed database, if one site fails, the remaining sites can continue to operate.

44. B Physical level describes the manner in which data is actually stored. Logical level describes the type of data stored in the database and their relationships. Logical level is also known as conceptual level.

45. A If all entries in a table are scalar-valued, then it is said to be in first normal form. Third normal form represents that no non-key field functionally depends on any other non-key field. A table is

in second normal form if all non-key attributes are functionally dependent on the entire primary key.

46. D Internet layer is not an Open System Interconnection (OSI) layer as per the proposal developed by International Standards Organization (ISO).

47. D A bridge processes data slower than a repeater. A switch allows faster data transmission than a router. Network Interface Cards (NICs) controls the flow of information between a user and the network.

48. A In star topology the nodes are connected only to the central server but not to each other. So, this fits to the given scenario.

49. A The Ethernet is a widely used LAN technology developed by Xerox.

50. A A peer-to-peer network operating system runs on the computers of individual users. The users can share files and resources on their computers and access the resources of other computers.

They do not have a centralized management source or a file server. Though an administrator may provide some management and security controls, the users control the resources available on the network. Peer-to-peer networks are designed for small to medium LANs.

51. A Protocol defined as a standard set of rules and procedures for the control of communications in a network.

Packet is the unit of data that is routed between an origin and a destination on the Internet or any other packet-switched network. So, it is not applicable here.

Frame is a way of dividing up a single web page into independent areas. So, it is not applicable here.

Interface defines which primitive operations and services the lower layer of protocols offers to the upper layer of protocols. So, it is not applicable here.

Header contains certain information to identify the message. So, it is not applicable here.

52. A Usage of converged networks in an organization eliminates the need for the support services and personnel that were earlier available for different types of networks.

53. E WANs have a local access number called Point of Presence (POP). WANs have long distance trunk lines called backbones. LANs are connected to backbones through bridges and/or routers.

54. B Optical fibers use cables consisting of one or more hair-thin filaments of glass fiber wrapped in a protective jacket. They can conduct light pulses generated by lasers at transmission rates of as high as 30 billion bits per second. Among all telecommunications media, optical fibers have the highest bit rates.

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55. C ADSL is an acronym for Asymmetric Digital Subscriber Line.

56. C TRAI is the regulatory authority for telecommunications in India.

57. A In the shotgun approach, the system ignores the process which filters the information or validates the query. Therefore, the user has to manually filter and sort the information based on the requirement. This approach increases the cost of gathering and storing information. The information also consumes a lot of memory space. The system also returns identical information for different queries thus leading to duplication of information. The rational approach is an improvement on the shotgun and traditional approaches. In empirical approach, the scientific observations of decision makers at work are taken into consideration while designing an MIS.

58. C Feedback is not a step defined by Herbert Simon in the problem solving approach. All the others are defined by Herbert Simon.

59. D An RFI may not necessarily lead to an RFQ or an RFP. Remaining statement are true regarding RFI, RFP, and RFQ.

60. D System design includes information flow between departments, identification of hardware, networking, etc.

61. C Inviting proposals, Evaluating the proposals, Selecting the vendor are the three steps involved in the process of differentiating an external procurement from a system developed in-house.

62. C Control of the system is included under the classification of MIS control.

63. B The correct sequence for steps in planning the MIS implementation:

1. Identify and establish relationships among tasks,
2. Establish a schedule,
3. Prepare a cost estimate for the tasks and
4. Establish a reporting and controlling system.

64. A A test description should briefly and clearly identify the objectives of the system and its ultimate goal. The test specification is derived from the test description. It contains details about the conditions under which the tests are to be performed, the duration of the test, the methodologies

and procedures to be followed in testing, the data that is relevant for testing, the frequency with which data should be collected, and the method of analysis to be used on the data.

65. E Documentation refers to the process of maintaining written reports describing the scope, purpose, information flow, and operating procedures of the system. It is required when there is need for troubleshooting, replacement of subsystem, training operating personnel, and upgrading the system.

66. D Cutover is the point at which the new system replaces the old system. This entails activities like the physical transfer of files, furniture, and other office equipment and also the movement of people. Whereas, remaining options are not relevant.

67. E The Willard Model identified five elements that relate to the professionalism of IRM in carrying out various activities. Identification involves discovering the information resources that are considered capable of providing quality information to the organization.

68. D McLeod and Brittain-White defined IRM as “the recognition by an organization that data and information are valuable resources and the application of the same principles of managing data and information as are used in managing physical resources such as personnel.”

69. D Balanced Scorecard’s (BSC) main aim is to move away from the traditional process of evaluating the organization using financial data by using measures that result in improvement of financial performance in future and enable it to achieve its goals.

70. B *Critical functions* are those that cannot be performed unless they are replaced by similar functions. Also termed as mission-critical functions, these systems and resources should be recovered within minutes or hours of the disaster. These functions cannot be replaced by manual methods. So, here grounding machines running on electricity serves as critical function for Sudha Rani’s business.

71. C Confidentiality is all about providing privacy for messages and data by hiding the information using various encryption techniques.

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72. A Under Section 802 (a) (1) of the SOX Act, organizations were required to store all records related to an audit for at least five years. To comply with such rules of the SOX Act, it was important that the chief financial officer (CFO) of the organization had easy access to this information. Manual storage and maintenance of the data for five years was a difficult task and thus the need arose for an efficient IT system that could store a large amount of data for any period of time. This increased the importance of having robust IT systems and IT executives to manage them.

73. C Indians are often faced with strict hierarchical distribution of power at their workplace and thus consider impertinent to comment on a strategy when it comes from higher ups. Whereas Americans are an individualistic society and are encouraged to challenge and exchange ideas. Therefore it is a cultural differences challenge.

74. E ITeS can be defined as a unique form of outsourcing non-core services to an external company that owns and manages the process. This would reduce the operating costs of the organization thus enhancing its profitability. Another school of thought defines ITeS as outsourcing those processes which can be enabled with IT. These processes, though critical to the organization, are outsourced due to deficient in-house capability and expertise. These processes require continuous enhancement and rigorous quality checks and are therefore, outsourced to an external organization.

75. A In a global organization, the control at the center is very strong. This control in turn results in standardized procedures throughout the world that enables the company to reap the benefits of the economies of scale. In these organizations, all the strategic and operational decisions are centralized. Vijay India Private Limited is following a global strategy.

76. B In 2004, CRY deployed an Enterprise Resource Planning (ERP) system developed by Agni Software Private Limited to manage the operations related to its donations, financials, contacts, and volunteers.

77. E Non-profit organizations carry out programs that help in improving the lives of the deprived sections of the society. NPOs act as watchdogs for society and execute the programs that are developed by the government organizations. They (NPOs) are funded by government organizations, public companies, private companies, individuals, foundations, etc.

78. D The CRYCMS deals with the marketing (front office) of CRY. Data which is once entered can be automatically carried forward to CRYDMS. This system is used for leading the CRYDMS and CRYFAS. The CRYCMS also caters to servicing the donors. CRYVMS lists out the available time and skill sets of the volunteers. CRYFAS enables integration of the system with other systems in line with the CRYDMS

79. E Following are the steps involved in selecting a PMIS:

1. A comprehensive set of selection criteria should be compiled.
2. A set of priorities should be laid out for the items based on the extent to which they are required.
3. A preliminary evaluation of the software packages should be conducted with the help of data supplied by the vendor, the product reviews and the software surveys.
4. Each software package should be compared with a standard project which represents the current and the forecasted future requirements.
5. The last stage involves negotiation of price, especially if the organization is purchasing in larger volumes. The other terms in the contract like support from the vendors, training, maintenance of the product, etc. should also be negotiated at this stage.

80. D Public companies are **not** a Non-Profit Organization (NPO).

81. A Broker hubs bring together multiple buyers and multiple sellers on product pricing. These exchanges are best suited for commodities that are traded in bulk and which are in limited supply. It is an exchange in which commodities are traded through auctions or some kind of bidding process. Although, real time transactions are becoming more common, e-mail or automated bidding process is used for handling requests for quotes, proposals, contracts, and other such transactions that take place between buyers and sellers.

82. C Consolidation should precede integration is the principle that would be the first step to be followed by Zara.

83. D Data mining is not a major category of Enterprise Application Integration (EAI).

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84. D B2B model offer benefits such as: efficient management of inventory, reduction in the cost of paper work, efficient and fast product launch, control over fraudulent purchases. The above benefits do not occur in other models because these benefits are confined to business organizations only.

85. C First two are characteristics exhibited by the built-to-order model. Large stocks are not maintained as they may become outdated over time. So, companies try to be more flexible in their procurement processes.

86. A Enterprising supply chain aims to bring about changes in the supply chain in response to changes in customer demand as quickly as possible. Intelligent supply chains keep fine-tuning the weak links (to make them strong) in the supply chain on the basis of changing market conditions to get competitive advantage over others. In a Responsive supply chain, to fulfill the customer requirements, the most important factor to be considered is available-to-promise (ATP).

87. C The Supply Chain Planning (SCP) modules fall into different categories. Distribution planning is used to incorporate the requirements specified by the customers.

88. D The latest trend in the integrated make-to-stock model is to assemble the final product in the distribution channel and this process is called postponement. In the integrated make-to-stock model, companies do not wait for customers to place orders. In the integrated make-to-stock model, at each level the goods are stocked by intermediaries till they are purchased.

89. E Production is a major component of the supply chain execution process. In the current scenario, sub-assemblies are procured when products are to be assembled. The time, quantity and location where the subassemblies will be required, are determined by the master production schedule and the manufacturing resource planning system.

90. B Except (II), all are about continuous replenishment model. Postponement is the latest trend in the make-to-stock model and it involves assembling the final product in the distribution channel.

91. C The sub-modules in plant maintenance include Equipment Tracking, Component Tracking, and Preventive Maintenance Control. It has many modules and sub-modules, the important ones being Personnel Administration, Time Management, Training Management, and Organizational Management.

92. D The sub-modules like master data management, warehouse management and pricing management come under Sales and Distribution module of ERP modules.

93. A The first and third statements are false because SOA links all independent applications in a network, enabling the network to create custom composite applications. The implementation of the SOA model should be done in smaller phases. This would help the companies in the detection of risks involved.

94. B It is essential that the architecture is derived from a holistic analysis of organization. This implies that a data view or a function view alone cannot be adopted for developing the ERP architecture, but an integrated process view is the only way an effective architecture can be developed.

95. E With the implementation of ERP in the company, the time gap between the receipt of an order and the delivery of a product is affected. That time gap is referred to as cycle time.

96. B In Big Bang approach rapid realignment of processes, greater commitment from the organization in terms of time and resources, and greater cooperation from employees in terms of longer hours of work is essential.

97. A A majority of XERP customers are not aware about how they can generate higher returns on investments (RoI) just by connecting applications or partners.

98. D Customer data computing architecture; Business rules for coordinating interactions; Systems and processes that facilitate integration of legacy, analytic and operational CRM systems are the fundamental elements of E-CRM infrastructure. Whereas, retaining profitable customers is one of the important functions of CRM.

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99. C Customer support consists of several activities like service request management, customer surveys, accounts management and detailed service agreements. Customer service essentially handles customer problems related to products and services. Help desk software is used to handle customers' queries and solve their problems efficiently. The software helps in verification of customer status, tracking specific tasks, maintaining history of inquiries and monitoring support level agreements.

100. B Contact management refers to capturing, sharing and storing of customer information through electronic means and making it accessible to the entire organization. Contact management opens up several opportunities for customer interaction for different departments in an organization. The source of customer inquiries may include the Internet, call center or other electronic channels.

Contact management can be used as an effective tool. It ensures the availability of current information on customers.

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