

## SHORT QUESTIONS :

### 1. List limitations of E-Commerce.

- • Huge technological cost.
- Security.
- Employee cost.
- Huge advertising cost.
- High shipping cost.
- Cost of packaging.
- Warehousing cost.
- Marketing cost.

### 2. What do you mean by B2B transaction? Give examples.

- Business-to-business (B2B) is a transaction or business conducted between one business and another, such as a wholesaler and retailer.

### 3. Differentiate debit cards and credit cards.

#### **Debit Cards:**

1. Linked to the cardholder's bank account, using their own funds.
2. No credit limit; transactions are limited to available account balance.
3. Generally, no interest is charged on transactions.

#### **Credit Cards:**

1. Provide a line of credit, allowing cardholders to borrow up to a set limit.
2. Have a predetermined credit limit.
3. Interest is charged on the outstanding balance if not paid in full by the due date.

### 4. Explain software piracy.

- Software piracy involves the unauthorized copying, distribution, or use of software in violation of its license agreement and copyright laws. This includes actions such as downloading, sharing, or selling software without proper licensing.
- It undermines the rights of software developers and can result in legal consequences, including fines and penalties for those involved.



## 5. Explain HTTPD servers

- HTTPD servers, short for Hypertext Transfer Protocol Daemon servers, are software applications that handle requests and responses over the HTTP protocol on the World Wide Web. They play a crucial role in serving web pages to users' browsers, managing communication between clients and servers. Examples include Apache HTTP Server and Nginx.

## 6 . What is EDI?

- EDI, or Electronic Data Interchange, is a computer-to-computer exchange of business documents in a standardized electronic format. It enables seamless and automated communication of business information such as purchase orders and invoices between trading partners, enhancing efficiency and reducing the need for paper-based transactions.

## 7. What is SSL?

- Secure sockets layer is a computer networking protocol that supervises server identification and authentication. It also manages client authentication and encrypted communication between servers and clients.

## 8. What is cyber squatting?

- Cybersquatting involves registering, using, or selling a domain name with the intent to profit from the goodwill of someone else's trademark. It often includes the registration of domain names that are similar to established brands, leading to potential confusion among users. Cybersquatting is considered an unethical practice and can lead to legal disputes and actions.

## 9. What is E-Commerce? List out application of E-Commerce.

- E-Commerce is a modern business methodology that addresses the needs of organizations, merchants, and consumers to cut costs while improving the quality of goods and services and increasing the speed of service delivery
- **List of application**
  - Retail and Wholesale
  - Online Marketing
  - Finance
  - Manufacturing
  - Online Booking
  - Online Publishing
  - Digital Advertising



- Online Auctions

## 10. Explain multimedia content of E-Commerce.

- Multimedia content in e-commerce involves the use of various media types like images, videos, and interactive elements to enhance the online shopping experience. It serves to visually engage users, making product representation more appealing, and contributes to informational richness by providing a comprehensive understanding of products through diverse media formats.

## 11. Define term: E-Cheque and Debit Card .

### 1. E-Cheque:

- An e-cheque, short for electronic cheque, is a digital version of a traditional paper cheque used in electronic transactions. It functions similarly to a paper cheque but is processed in an electronic format. E-cheques facilitate online payments, allowing users to transfer funds securely and electronically between bank accounts.

### 2. Debit Card:

- A debit card is a payment card linked to a bank account, allowing the cardholder to make electronic transactions by directly debiting funds from their account. Unlike credit cards, debit cards enable users to spend only the available balance in their associated bank account. Debit cards are commonly used for point-of-sale purchases, online transactions, and cash withdrawals from ATMs.

## 12. What is cyber defamation?

- Cyber defamation is the online act of making false and damaging statements about an individual or entity with the intention of harming their reputation.

## 13. Differentiate Trojan, virus and worm attack

### Trojan:

- Description: Deceptive software pretending to be harmless.
- Action: Tricks users into installing it.
- Objective: Provides unauthorized access or steals information.

### Virus:

- Description: Self-replicating program attaching to files.
- Action: Needs human action to spread (e.g., opening infected files).
- Objective: Can damage files and compromise system security.

### Worm:

- Description: Self-replicating program spreading independently.



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- Action: Spreads autonomously across networks without human intervention.
- Objective: Exploits vulnerabilities, consumes bandwidth, and can carry malware.

## 13. Which are the risks in electronic payment system?

- Fraudulent Activities
- Cybersecurity Threats
- Data Breaches
- Payment Gateway Risks
- Unreliable Suppliers
- Legal and Regulatory Compliance
- Customer Disputes
- Technical Glitches
- Supply Chain Disruptions
- Market Competition
- Reputation Damage
- Payment Fraud
- Phishing and Social Engineering
- Lack of Consumer Trust
- Technological Obsolescence
- Cross-Border Issues

## 15. Describe electronic fund transfer.

➤ Electronic Fund Transfer (EFT) in the context of e-commerce refers to the electronic exchange or transfer of money from one account to another for online transactions. It involves the use of computer systems and networks, such as the internet, to facilitate the transfer of funds between buyers and sellers in the online marketplace. EFT plays a crucial role in enabling secure and efficient financial transactions in the e-commerce ecosystem.

## 16. What is transport route?

➤ In ecommerce, a transport route refers to the logistical path that products take from the seller's location to the buyer's destination. It involves the coordination of shipping methods, carriers, and delivery channels to ensure timely and secure product delivery in the online retail supply chain.

## 17. What do you mean by network access equipment? Give its examples.

Network access equipment refers to devices or hardware that enable users to connect to a computer network, granting them access to network resources and service



- Switches
- Modems
- Routers
- Access Points (APs)
- Network Interface Cards (NICs)

## 18. Define cyber smearing.

- "Cyber smearing" is the deliberate spreading of false and damaging information online to harm the reputation of an individual or organization. It often occurs through social media or websites, causing potential personal and professional damage.

## 19. What is EFT?

- It is a very popular electronic payment method to transfer money from one bank account to another bank accounts. Accounts can be in the same bank or different banks. Fund transfer can be done using ATM (Automated Teller Machine) or using a computer.

## 20. Differentiate viruses and worms.

- Viruses attach to host files and depend on user actions for spreading, often through email attachments. Worms, on the other hand, are standalone and can independently spread over networks, exploiting vulnerabilities without relying on user interactions.

## 21. What is I-Way? List its components.

- "I-Way" stands for the Information Highway, denoting the interconnected digital network, often the internet, facilitating rapid information exchange and connectivity globally.
  - GIDN (Global Information Distribution Network)
  - Computer Based Online Systems
  - Wireless Based Access Roads
  - Cable TV Based Access Roads
  - Telecom Based Access Roads
  - Access Roads/Media (Local on Ramps)
  - Consumer Access Equipment's



## 22. Compare fiber optic with coaxial cable.

### ➤ Fiber Optic Cable:

- Uses light for data.
- High capacity, good for long distances.
- Resistant to interference.
- Thin and light.

### ➤ Coaxial Cable:

- Uses metal wire.
- Decent capacity, better for shorter distances.  
Susceptible to interference
- Thicker and heavier.

## 23. Which are various categories of internet data?

1. Text Data
2. Multimedia Data (Audio, Video, Images)
3. Structured Data (Databases, Spreadsheets)
4. Unstructured Data (Emails, Social Media Posts, Web Pages)
5. Metadata (Information about other data)
6. Streaming Data (Real-time continuous transmission)
7. Transactional Data (Records of online transactions)

## 24. What are the advantages of EDI?

- **Efficiency:** Streamlines order processing.
- **Accuracy:** Minimizes errors in data entry.
- **Cost Savings:** Reduces operational expenses.
- **Speed:** Accelerates critical document exchange.
- **Improved Visibility:** Enhances supply chain tracking.
- **Security:** Ensures secure data transmission.
- **Automation:** Automates routine ecommerce transactions.
- **Scalability:** Adapts easily to transaction volume growth.
- **Integration:** Seamlessly integrates with ecommerce platforms.
- **Customer Satisfaction:** Contributes to timely and accurate order fulfilment.

## 25. Define HTTPS.

- HTTPS in ecommerce is a secure way of sharing information during online shopping. It encrypts your data, keeping it safe. Look for a padlock icon in the browser to know it's secure.



## 26.Explain aims of E-Commerce.

1. Reduced costs
2. Lower product cycle times
3. Faster customer response (Providing a unique customer experience)
4. Improved service quality (Boosting the efficiency of services)
5. Developing relevant target
6. Making responsive ecommerce website
7. Increasing sales
8. Increasing the number of loyal customers

## 27.What is Cyber Terrorism?

- Cyberterrorism is the use of computer technology for politically motivated attacks, aiming to disrupt information systems and create fear. It poses threats to national security by compromising digital systems.

## 28.What is Web Crawling?

- Cyber crawling is the automated way of collecting information from websites using bots or web crawlers. It's commonly used by search engines to index web content for users. However, it can also be used for purposes like data mining and content aggregation.

## 29.List out applications of E-Commerce.

- Business-to-consumer (B2C)  
Business-to Business (B2B)  
Consumer-to-consumer (C2C)  
Consumer-to-Business (C2B)
- **Other Applications of E-Commerce**
  1. Business-to-Employee (B2E)
  2. Government-to-Government (G2G)
  3. Government-to-Employee (G2E)
  4. Government-to-Business (G2B)
  5. Business-to- Government (B2G)
  6. Government-to-Citizen (G2C)
  7. Citizen-to-Government (C2G)

## 30.What is Supply Chain Management?

- Supply Chain Management (SCM) in ecommerce focuses on efficiently coordinating processes from product sourcing to customer delivery, integrating stages like procurement and distribution. It aims to enhance efficiency, reduce costs, and optimize resources throughout the ecommerce supply chain.





## LONG QUESTIONS:

### **1. Write a note on QR retailing.**

- QR retailing is a cool way stores use special codes you can scan with your phone. When you scan, you get quick info on products like prices and reviews, helping you make better choices while shopping.
- It's also like a game where stores give you prizes or discounts when you scan these codes with your phone. This makes shopping more fun and personalized just for you.
- These codes aren't just fun; they help stores keep track of how much stuff they have and what people like to buy. This way, they can make sure they never run out of things you want.
- And guess what? When you use these codes, stores learn more about what you like, so they can make your shopping experience even better next time. It's like having your own special shopping guide!

### **2. Write a note on Network Access Equipment.**

- Network Access Equipment (NAE) is crucial in the world of e-commerce, serving as the technology foundation that facilitates seamless online transactions. NAE encompasses the hardware components essential for connecting end-user devices to the internet and ensuring a reliable and secure communication pathway. Here's a brief overview with an emphasis on e-commerce:
- In the realm of e-commerce, Network Access Equipment (NAE) acts as the digital gateway connecting your devices to the internet for smooth online shopping experiences. This equipment includes routers, switches, and modems, working together to establish and manage connections between your computer or smartphone and the vast network of the internet.
- Routers play a key role in directing data traffic, ensuring that when you click "buy now," your request efficiently reaches the e-commerce website's server and the confirmation swiftly returns to your device. Switches manage local connections within the e-commerce platform, optimizing the flow of information between various servers and databases, contributing to faster and more reliable online transactions.

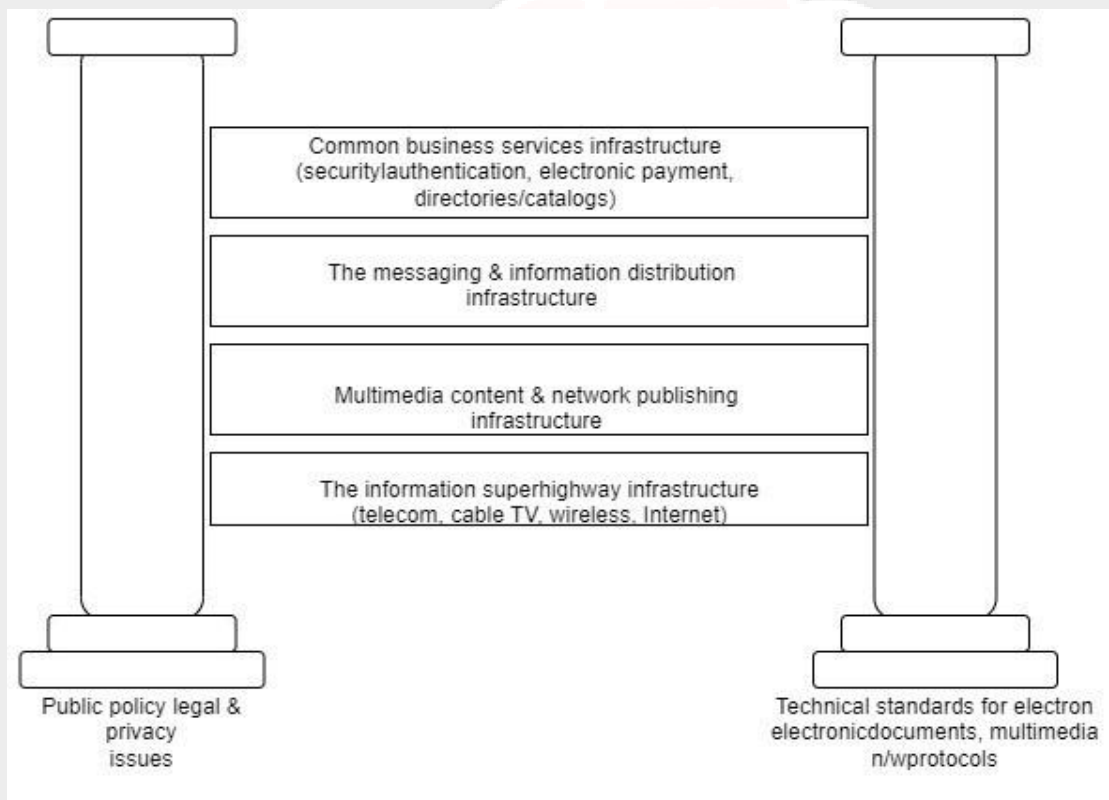




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- Modems, another crucial element of NAE, translate data signals between your device and the Internet Service Provider (ISP). This translation ensures that product images, descriptions, and prices smoothly travel back and forth, enabling you to browse, select, and purchase items seamlessly.
- In essence, NAE forms the backbone of e-commerce operations, ensuring that the digital storefronts remain accessible, responsive, and secure. As you navigate through your favourite online stores, Network Access Equipment silently powers the connectivity that transforms your clicks into successful transactions, making your e-commerce experience efficient and enjoyable.

### 3. Explain architectural framework of E-Commerce.



- Architectural framework of e-commerce means the synthesizing of various existing resources like DEMS, data repository, computer languages, software agent-based transactions, monitors or communication protocols to facilitate the integration of data and software for better applications.
- The architectural framework for e-commerce consists of six layers of functionality or services follows:
  1. Application services.
  2. Brokerage services, data or transaction management.



3. Interface and support layers.
4. Secure messaging, security and electronic document interchange.
5. Middleware and structured document interchange, and
6. Network infrastructure and the basic communication services

## **1.Application services**

In the application layer services of e-commerce, it is decided what type of e-commerce application is going to be implemented. There are three types of distinguished e-commerce applications i.e., consumer-to-business applications, business-to-business applications, and intra-organizational applications.

## **2.Information Brokerage and Management Layer**

This layer is rapidly becoming necessary in dealing with the voluminous amounts of information on the networks. This layer works as an intermediary who provides service integration between customers and information providers. For example, a person wants to go to USA from Bangladesh. The person checks the sites or various airlines for the low-price ticket with the best available service.

For this he must know the URLs of all sites. Secondly, to search the services and the best prices, he also feeds the details of the journey again and again on different sites. There is a site that can work as information broker and can arrange the ticket as per the need of the person, it will save the lot of time and efforts of the person. This is just one example of how information brokerages can add value. Another aspect of the brokerage function is the support for data management and traditional transaction services. Brokerages may provide tools to accomplish more sophisticated, time-delayed updates or future compensating transactions.

## **3.Interface and support services**

The third layer of the architectural framework is Interface layer. This provides interface for e-commerce applications. Interactive catalogues and directory support services are the examples of this layer. Interactive catalogues are the customized interface to customer applications such as home shopping. Interactive catalogues are very similar to the paper-based catalogue. The only difference between the interactive catalogue and paper-based catalogue is that the first one has the additional features such as use of graphics and video to make the advertising more attractive. Directory services have the functions necessary for information search and access. The directories attempt to organize the enormous amount of information and transactions generated to facilitate e-commerce. The main difference between the interactive catalogues and directory services is that the



interactive catalogues deal with people while directory support services interact directly with software applications.

#### **4. Secure Messaging Layer**

In any business, electronic messaging is an important issue. The commonly used messaging systems like phone, fax and courier services have certain problems like in the case of phone if the phone line is dead or somehow the number is wrong. You are not able to deliver the urgent messages. In the case of courier service, if you want to deliver the messages instantly, it is not possible as it will take some time depending on the distance between the source and destination places. The solution for such types of problems is electronic messaging services like E-mail, enhanced fax and EDI. The electronic messaging has changed the way the business operates. The major advantage of the electronic messaging is the ability to access the right information at the right time across diverse work groups. The main constraints of the electronic messaging are security, privacy, and confidentiality through data encryption and authentication techniques.

#### **5. Middleware services**

The enormous growth of networks, client server technology and all other forms of communicating between/among unlike platforms is the reason for the invention of middleware services. The middleware services are used to integrate the diversified software programs and make them talk to one another.

#### **6. Network Infrastructure**

We know that the effective and efficient linkage between the customer and the Supplier is a precondition for e-commerce, for this a network Infrastructure is required. The early models for networked computers were the local and long distance telephone companies. The telephone company lines were used for the connection among the computers. As soon as the computer connection was established, the data travelled along that single path. Telephone company switching equipment (both mechanical and computerized) selected specific telephone lines, or circuits, that were connected to create the single path between the caller and the receiver. This centrally-controlled, single-connection model is known as circuit switching.

## **2. Write a note on various E-Commerce transaction models.**

- E-commerce transaction models refer to the different ways in which electronic transactions take place between buyers and sellers in the online marketplace. These models define the relationships, interactions, and processes involved in the



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exchange of goods, services, or information. Here are some key E-commerce transaction models:

## **1. Business to Consumer (B2C):**

- In the B2C model, businesses sell products or services directly to end consumers.
- This is the most common form of e-commerce and includes online retailers, service providers, and other businesses catering to individual consumers.

## **2. Business to Business (B2B):**

- B2B e-commerce involves transactions between businesses. Manufacturers, wholesalers, and suppliers sell products or services to other businesses.
- B2B transactions often involve larger quantities, long-term relationships, and negotiations between the involved parties.

## **3. Consumer to Consumer (C2C):**

- In the C2C model, consumers sell directly to other consumers through online platforms. These platforms act as intermediaries that facilitate the transaction.
- Examples include online marketplaces where individuals can buy and sell used goods, such as eBay or Craigslist.

## **4. Consumer to Business (C2B):**

- C2B occurs when individual consumers sell products or services to businesses. This model is less common but is gaining popularity in certain industries.
- Examples include freelance platforms where individuals offer their skills and services to businesses on a project-by-project basis.

## **5. Business to Government (B2G):**

- B2G e-commerce involves transactions between businesses and government entities. Businesses provide goods or services to government agencies.
- This model is common in sectors such as defense, healthcare, and public infrastructure development.

## **6. Consumer to Government (C2G):**

- C2G transactions involve individual consumers providing goods, services, or information to government entities.
- Examples include online tax filing, license renewal, or citizen reporting systems.

## **7. Mobile Commerce (M-Commerce):**

- M-commerce refers to transactions conducted through mobile devices, such as smartphones and tablets.
- It encompasses various transaction models, including B2C, C2C, and more, with the added convenience of mobile accessibility.



### 3. What is Electronic cash? How e-cash system works? Explain.

➤ E-cash is like digital money. Instead of using physical bills or coins, it's a form of currency you can use for online transactions.

➤ **How E-cash Works:**

**1. Get a Digital Wallet:**

- Just like a wallet holds your cash, a digital wallet holds your e-cash. It's a secure app on your computer or phone.

**2. Load Money into Your Digital Wallet:**

- You put e-cash into your digital wallet. This is usually done by transferring regular money from your bank or using a credit card.

**3. Make a Purchase:**

- When you want to buy something online, you use your digital wallet to pay with your e-cash.

**4. Secure Transaction:**

- The e-cash system uses special codes and security measures to make sure your transaction is safe.

**5. Verification:**

- Both you and the person you're paying get checked to make sure you're real and the transaction is legit.

**6. Record Keeping:**

- The details of your e-cash transactions are recorded in a secure place to keep track of everything.

**7. Option to Convert:**

- If you want, you can convert your e-cash back into regular money.

So, e-cash is like having digital money in a digital wallet, making it easy and secure to buy things online.

### 4. Write a note on Set Top Box. Also compare it with PC.

➤ **Set-Top Box (STB):**

A Set-Top Box (STB) is a device that connects to a television and allows it to receive digital television signals. It plays a crucial role in converting and decoding digital signals, enabling users to access digital TV channels. Here are some key features and functions of a Set-Top Box:

**1.Signal Reception:** STBs receive digital signals from satellite, cable, or internet sources and convert them into a format that the television can display.



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**2.Channel Decoding:** They decode the digital signals to provide access to various channels and services. This includes both free-to-air and subscription-based channels.

**3.Interactive Services:** Many modern STBs offer interactive features such as video-on-demand, internet browsing, and apps, enhancing the overall viewing experience.

**4.Digital Video Recording (DVR):** Some STBs come equipped with DVR functionality, allowing users to record and store TV programs for later viewing.

**5.High Definition (HD) and 4K Support:** Advanced STBs support high-resolution formats like HD and 4K, delivering a superior visual experience.

**6.Connectivity:** STBs often have various ports for connecting to other devices, such as HDMI for connecting to the TV, USB for external storage, and Ethernet or Wi-Fi for internet connectivity.

**7.User Interface:**They have user-friendly interfaces for navigating through channels, settings, and additional features.

- **Comparison with PC (Personal Computer):**

**1.Purpose:**

- STB: Primarily designed for entertainment, focusing on TV signal reception and content delivery.
- PC:General-purpose computing device capable of running a wide range of applications and tasks.

**2. Functionality:**

- STB: Specialized for TV-related functions like channel decoding, signal reception, and video playback.
- PC: Versatile, capable of running software applications, browsing the internet, content creation, and more.

**3. Form Factor:**

- STB: Compact and typically designed for easy integration with television setups.
- PC: Larger and more versatile, with components like a monitor, keyboard, and mouse.





## 4. Operating System:

- STB: Often uses a proprietary operating system tailored for TV functionality.
- PC: Runs various operating systems like Windows, macOS, or Linux, offering a broad range of applications.

## 5. Interactivity:

- STB: Emphasizes TV-related interactivity, such as on-screen menus and remote control usage.
- PC: Supports extensive user interaction through graphical interfaces, keyboards, mice, and other peripherals.

## 6. Content Creation:

- STB: Primarily focused on content consumption.
- PC: Capable of content creation, including document editing, graphic design, programming, etc.

## 5. What is investment fraud? Discuss various types of investment frauds.

### ➤ Investment Fraud:

Investment fraud involves deceptive practices aimed at convincing individuals to make financial investments based on false or misleading information. The perpetrators of investment fraud often seek to exploit the trust and lack of financial knowledge of their victims to unlawfully gain money. Various types of investment fraud can take different forms, and potential investors should be aware of common scams to protect themselves.

Types of Investment Frauds:

### 1. Ponzi Schemes:

- In a Ponzi scheme, fraudsters attract investors by promising high returns with little risk. Early investors are paid returns from the capital of newer investors, creating an illusion of profitability. Ultimately, the scheme collapses when it becomes unsustainable.

### 2. Pyramid Schemes:

- Similar to Ponzi schemes, pyramid schemes focus on recruiting new investors. Participants earn money by bringing in new members, and those at the top of the pyramid benefit the most. As the pyramid grows, it becomes harder to sustain, leading to financial losses for the majority.

### 3. Pump and Dump:

- In pump and dump schemes, fraudsters artificially inflate the price of a stock by spreading false or misleading information to attract investors. Once the stock price





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rises, the fraudsters sell their shares at a profit, causing the stock value to plummet, and other investors suffer losses.

## **4. Advance Fee Fraud:**

- Scammers may promise exclusive investment opportunities but require investors to pay upfront fees. Once the fees are paid, the fraudsters disappear with the money, leaving investors with nonexistent or worthless investments.

## **5. High-Yield Investment Programs (HYIPs):**

- HYIPs promise unusually high returns on investments, often claiming to be involved in risky ventures like forex trading or cryptocurrency. However, they typically turn out to be fraudulent schemes, and investors end up losing their money.

## **6. Affinity Fraud:**

- Fraudsters exploit the trust within a specific community, such as religious or ethnic groups, by targeting members with shared affiliations. They use these connections to build trust and convince individuals to invest in fraudulent schemes.

## **7. Churning:**

- Churning involves excessive trading of securities in a customer's account by a broker to generate commissions. While not always illegal, it becomes fraudulent when the broker's primary goal is to benefit from the commissions at the expense of the investor.

## **8. Identity Theft and Account Takeover:**

- Fraudsters may steal personal information to access investment accounts, make unauthorized trades, or liquidate assets. This form of investment fraud is more related to cybersecurity and identity protection.

## **9. Internet and Social Media Scams:**

- With the rise of online investing, scammers use fake websites, emails, and social media to promote fraudulent investment opportunities. Investors should be cautious about unsolicited messages and conduct thorough research before investing.

## **10. Fake Initial Coin Offerings (ICOs):**

- In the cryptocurrency space, scammers may create fake ICOs, promising high returns on new digital tokens. Once investors contribute funds, the fraudsters disappear with the money.

Investors should exercise due diligence, seek advice from reputable financial professionals, and be skeptical of "get-rich-quick" schemes to avoid falling victim to investment fraud.



## 6. Discuss E-mail spoofing, E-mail spamming and E-mail bombing with examples.

### 1.Email Spoofing

A spoof email is an email that seems like it is from a legitimate source but is actually from an unreliable one. Usually, the sender falsifies the name or address of the originator in order to appear valid. For example, someone may send an email pretending to be a close friend or a trustworthy website in order to scam the recipient. Spoofing is often committed with the intention of defrauding the recipient of money.

### 2.Email Spamming

Spamming is the annoying and dangerous act of sending unsolicited bulk emails or other types of messages over the Internet. Spam is often used to spread malware and phishing and can come your way in the form of emails, social media, instant messages, comments, etc. In this article, we are going to focus on email spam .

It may seem like spam email, or junk email, is merely a nuisance in your inbox, but it has the potential to be dangerous. Many cyber criminals deliver viruses via email that once opened or clicked on, deposit dangerous files onto your computer. Criminals can then gain access to your system and personal files or even disable your computer this way. Ransomware and malware are two common types of malicious software that can infect your system or even disable your access to your own data until you pay a "ransom."

### 3.Email Bombing

An email bomb is a form of Internet abuse which is perpetrated through the sending of massive volumes of email to a specific email address with the goal of overflowing the mailbox and overwhelming the mail server hosting the address, making it into some form of denial of service attack.

## 7. Explain different IRC related crimes.

➤ IRC (Internet Relay Chat) is a protocol that facilitates real-time communication over the internet through text. While IRC itself is a legitimate and widely used means of online communication, it has, at times, been associated with certain online crimes and illicit activities. Here are explanations of different IRC-related crimes:

**1. Spamming:** Some individuals misuse IRC to send unsolicited and often irrelevant messages, also known as spam, to channels or users. This can be disruptive and annoying, and in some cases, it may involve spreading malicious links or content.



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## **2. DDoS Attacks (Distributed Denial of Service):**

- IRC channels have been misused as platforms to coordinate DDoS attacks. Malicious users may gather on IRC channels to plan and execute coordinated attacks on websites or online services, overwhelming them with traffic and causing disruptions.

## **3. Botnets and Bot Attacks:**

- IRC has been utilized to control botnets, networks of compromised computers. Attackers use IRC channels to issue commands to these botnets, turning them into powerful tools for activities such as launching DDoS attacks, spreading malware, or conducting other malicious activities.

## **4. Illegal File Sharing:**

- Some IRC channels are used for sharing copyrighted material without permission. Users may exchange pirated software, movies, music, or other digital content, leading to intellectual property violations.

## **5. Doxxing:**

- IRC channels have been used as platforms for doxxing, where personal information about individuals is maliciously exposed and shared online. This information may include addresses, phone numbers, or other sensitive details, leading to privacy breaches and potential harm.

## **6. Harassment and Cyberbullying:**

- IRC channels, like other online platforms, can be misused for harassment and cyberbullying. Users may engage in offensive or threatening behavior, targeting individuals or groups.

## **7. Phishing Attacks:**

- Some IRC channels may be used to distribute phishing links or deceive users into providing sensitive information. Phishing attacks attempt to trick individuals into revealing usernames, passwords, or financial information by posing as legitimate entities.

## **8. Illegal Trade and Discussions:**

- Criminal activities such as the exchange of illegal goods or services, discussions related to hacking, fraud, or other illicit activities may take place in certain IRC channels.

## **9. Hate Speech and Extremism:**

- Some IRC channels may become breeding grounds for hate speech, extremist ideologies, or discussions promoting violence. Law enforcement agencies monitor such channels to address potential threats.



## 8. What do you mean by DoS attack? Explain along with its types.

- A Denial-of-Service (DoS) attack is a malicious attempt to disrupt the normal functioning of a targeted server, service, or network by overwhelming it with a flood of illegitimate traffic or requests. The primary goal of a DoS attack is to make the targeted system unavailable to its intended users, causing disruptions in service and potentially leading to financial losses or reputational damage.

There are different types of DoS attacks, each with its own methods and characteristics:

### 1. Volume-Based Attacks:

- Ping Flood: Attackers send a massive number of ping requests to a target, overwhelming its network and causing it to become unresponsive.
- UDP Flood: Floods the target with a high volume of User Datagram Protocol (UDP) packets, consuming its resources and causing a service disruption.

### 2. Protocol-Based Attacks:

- SYN/ACK Flood: Exploits the TCP three-way handshake by sending a large number of SYN (synchronize) requests to a target, overwhelming it with half-open connections and exhausting its resources.
- HTTP Flood: Floods a web server with a large number of HTTP requests, consuming bandwidth and server resources, leading to a slowdown or outage.

### 3. Resource Depletion Attacks:

- **Slowloris**: Exploits the way web servers handle connections by sending partial HTTP requests and keeping them open, tying up server resources until the connection times out.
- **R-U-Dead-Yet (RUDY)**: Targets web application servers by sending slow and regular HTTP POST requests, consuming server resources and causing a slow response or outage.

### 4. Application Layer Attacks (Layer 7):

- HTTP/HTTPS Flood (Layer 7): Targets the application layer by overwhelming a web server with a large number of legitimate-looking HTTP requests, challenging the server's ability to process them.
- DNS Amplification: Exploits vulnerable Domain Name System (DNS) servers to amplify the volume of traffic directed at a target, causing a service disruption.

### 5. Distributed Denial-of-Service (DDoS) Attacks:

- Botnet-based Attacks: Utilize a network of compromised computers (botnet) to orchestrate a coordinated DDoS attack. The combined resources of multiple machines make the attack more potent and challenging to mitigate.



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- Reflective/Amplified DDoS: Exploits servers that respond to requests with a larger amount of data than the initial request, amplifying the impact of the attack.

## 6. Zero-Day Exploits:

- Exploiting Unpatched Vulnerabilities: Attackers exploit previously unknown vulnerabilities (zero-days) in software or systems, causing them to crash or become unresponsive.

Mitigating and preventing DoS attacks often involves implementing security measures such as firewalls, intrusion prevention systems (IPS), load balancing, rate limiting, and content delivery networks (CDNs). Regular monitoring and prompt response to unusual traffic patterns are essential to identify and mitigate DoS attacks effectively.

## 9. Write a note on Supply Chain Management.

➤ Supply Chain Management (SCM) is like the behind-the-scenes magic that makes sure products get from the manufacturer to your hands. It's a way of organizing and coordinating everything involved in making and delivering a product.

### Here are some simple points about SCM:

Planning: Think of it like predicting how much of a product people will want. Companies plan ahead to make sure they have enough stuff to sell.

- **Sourcing:** This is about finding the right places to get the materials needed to make a product. It's like choosing the best suppliers.
- **Manufacturing:** Once the materials are gathered, they need to be put together to make the final product. This step is all about making things efficiently.
- **Logistics:** This is about moving the products around. It includes choosing the best way to transport them and where to store them.
- **Inventory Management:** Keeping track of how much stuff a company has is crucial. Too much or too little can be a problem, so they try to find the right balance.
- **Distribution:** This is about getting the product to the customer. It involves delivering the product quickly and accurately.
- **Information Systems:** Using technology to keep everything organized and communicating well. It's like having a super-smart computer system that helps in managing the whole process.
- **Risk Management:** Sometimes unexpected things happen, like a natural disaster or a problem with a supplier. SCM includes planning for these issues to keep things running smoothly.



## 10. Write a note on trademark violations.

- Trademark violations occur when someone uses a trademark without the owner's permission in a way that may cause confusion or deceive consumers. Here are key points about trademark violations:

**Definition:** A trademark is a unique symbol, name, or logo that distinguishes and identifies the source of goods or services. Violations occur when others use a similar or identical mark without authorization.

- **Types of Violations:**

**Infringement:** Directly using a trademark that is identical or very similar to an existing one, leading to confusion among consumers.

**Dilution:** Weakening the distinctiveness of a famous trademark by using a similar mark, even if there is no confusion.

**Impact on Consumers:** Trademark violations can mislead consumers into thinking they are buying from the legitimate owner of the mark, leading to dissatisfaction and potential harm.

- **Legal Consequences:**

**Cease and Desist Orders:** Owners can send legal notices demanding the infringing party to stop using the trademark.

**Legal Actions:** Owners can file lawsuits seeking damages and court orders to prevent further unauthorized use.

**Monetary Penalties:** Courts may order the infringing party to pay monetary damages for the harm caused.

- **Prevention and Protection:**

**Registration:** Registering a trademark with the relevant authorities provides legal protection and makes it easier to enforce rights.

**Monitoring:** Regularly monitoring the market for unauthorized use helps identify potential violations early.

**Enforcement:** Taking prompt legal action against violations demonstrates the commitment to protecting the trademark.





## 11. Write a note on Electronic cheques and electronic purses.

### E-cheque

- E-cheques are cheques that are written and processed electronically. This means that the funds are transferred from the payer's account to the payee's account through an electronic network instead of a physical cheque. These cheques are also known as "digital cheques" or "electronic cheques". The process of writing and processing an e-cheque is similar to that of a traditional cheque. The payer fills out a form with the necessary information, including the amount to be transferred, and submits it to the bank. The bank then verifies the funds and processes the transaction.

This work makes it a safe, fast, and easy way to transfer money electronically. If you are looking for a more efficient and secure way to process cheques, then e-cheques may be the solution for you.

- **Features of E-cheques**

Nowadays many people are using these cheques because they provide a number of benefits over traditional paper cheques. For example, e-cheques are faster and more secure than paper cheques. Let's take a closer look at some of the features of e-cheques:

**Faster:** E-cheques are processed faster than traditional paper cheques. This is because there is no need to wait for the cheque to be physically delivered to the payee.

**More Secure:** E-cheques are more secure than traditional paper cheques because they are processed through an electronic network. This means that there is less chance for them to be lost or stolen.

**Easier to Track:** E-cheques can be easily tracked through online banking systems. This makes it easy to see where the funds are going and who they are being transferred to.

**Reduces Paper Waste:** E-cheques reduce paper waste because they do not require the use of physical cheque stock. This means that fewer trees need to be chopped down in order to produce paper cheques.





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**Saves Time and Money:** E-cheques save time and money because they eliminate the need for manual processing. This means that there is less chance for human error and that the funds will be transferred more quickly.

Overall, e-cheques offer a number of benefits over traditional paper cheques. They are faster, more secure, and easier to track and reduce paper waste. They also save time and money. If you are looking for a more efficient and secure way to process cheques, then e-cheques may be the solution for you.

## **E-wallets & E-purse**

E-wallet is a type of electronic card which is used for transactions made online through a computer or a smartphone. Its utility is same as a credit or debit card. An E-wallet needs to be linked with the individual's bank account to make payments.

E-wallet is a type of pre-paid account in which a user can store his/her money for any future online transaction. An E-wallet is protected with a password. With the help of an E-wallet, one can make payments for groceries, online purchases, and flight tickets, among others.

E-wallet has mainly two components, software and information. The software component stores personal information and provides security and encryption of the data. The information component is a database of details provided by the user which includes their name, shipping address, payment method, amount to be paid, credit or debit card details, etc.

## **12. Write a note on cyber terrorism.**

### ➤ **Cyber Terrorism: The Digital Threat Landscape**

Cyber terrorism represents a menacing evolution in the realm of terrorism, harnessing the power of information technology to cause disruption, sow fear, and achieve ideological or political objectives. Unlike traditional acts of terrorism, cyber terrorism exploits vulnerabilities in digital systems and networks. This phenomenon has grown alongside the increasing reliance on technology in various aspects of society. Here's a closer look at the key aspects of cyber terrorism:

#### **1. Definition:**

- Cyber terrorism involves the use of cyberspace, including the internet and computer networks, to conduct acts of terrorism. These acts aim to disrupt critical infrastructure, compromise national security, or instill fear among the populace.



## 2. Motivations:

- Motivations behind cyber terrorism can be diverse, ranging from political ideologies and religious beliefs to social or environmental causes.
- Perpetrators often seek to advance their agendas by exploiting vulnerabilities in digital systems and conducting attacks with far-reaching consequences.

## 3. Targets:

- Critical infrastructure, such as power grids, financial systems, transportation networks, and communication systems, is a prime target for cyber terrorists.
- Government entities, military installations, and private organizations are also potential targets, as disrupting these entities can have widespread societal impacts.

## 4. Methods:

- Cyber terrorists employ various methods, including hacking, deploying malware, conducting distributed denial of service (DDoS) attacks, and engaging in social engineering.
- The use of sophisticated tactics allows them to compromise systems, steal sensitive information, and manipulate digital assets to achieve their objectives.

## 5. Global Reach:

- Cyber terrorism transcends geographical boundaries. Perpetrators can operate from anywhere in the world, making it challenging for authorities to trace and apprehend them.
- The interconnected nature of the internet means that an attack on one country's infrastructure can have cascading effects globally.

## 6. Collaboration with Other Threat Actors:

- Cyber terrorists may collaborate with other cyber threat actors, including state-sponsored hackers, hacktivists, and cybercriminals, to amplify the impact of their attacks. This collaboration can blur the lines between different forms of cyber threats.

**7. Countermeasures:** Governments, organizations, and businesses implement robust cybersecurity measures to defend against cyber terrorism. This includes investing in advanced security technologies, conducting regular risk assessments, and establishing incident response plans.

- International cooperation is crucial, with nations sharing threat intelligence and collaborating on cybersecurity initiatives to strengthen collective defenses.



## 8. Legal and Ethical Implications:

- The use of cyber tactics for terrorism raises ethical questions regarding privacy, human rights, and the proportionality of responses.
- Governments and international bodies are working to establish legal frameworks and norms that govern state behavior in cyberspace.

## 9. Preventive Measures:

- Preventing cyber terrorism involves proactive measures such as raising cybersecurity awareness, implementing strong authentication mechanisms, regularly updating software, and fostering a culture of cybersecurity within organizations and society.

## 13. Explain Generic Framework of E-Commerce.

- A generic framework of e-commerce refers to the basic structure or model that encompasses the key elements and processes involved in electronic commerce. This framework provides a conceptual understanding of how e-commerce functions and typically includes various components that contribute to the successful operation of online businesses. While specific e-commerce frameworks may vary, a generic framework often includes the following elements:

### 1. User Interface:

- The user interface is the front-end of the e-commerce system, representing the part that users interact with. It includes the website or application design, navigation menus, product pages, and other elements that enable users to browse and make purchases.

### 2. Product Catalog:

- The product catalog contains information about the products or services offered by the e-commerce platform. It includes details such as product descriptions, images, prices, and availability.

### 3. Shopping Cart:

- The shopping cart is a virtual cart that users use to add products they want to purchase. It allows users to review their selected items, modify quantities, and proceed to the checkout process.

### 4. Checkout Process:

- The checkout process involves a series of steps where users provide shipping information, select payment methods, and confirm their orders. It includes features such as order summary, address entry, and payment processing.



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## 5. Payment Gateway:

- The payment gateway is a secure service that processes online payments. It facilitates the transfer of funds from the customer to the merchant's account, ensuring the security and integrity of financial transactions.

## 6. Order Processing:

- Order processing involves the backend operations of the e-commerce platform, including inventory management, order fulfillment, and shipping. It ensures that products are available, orders are accurate, and shipments are timely.

## 7. Customer Accounts:

- Customer accounts provide users with personalized profiles where they can manage their preferences, track order history, and store shipping information. This feature enhances the overall user experience and facilitates repeat purchases.

## 8. Security and Privacy:

- Security is a critical aspect of e-commerce. This includes secure sockets layer (SSL) encryption for data transmission, secure storage of customer information, and compliance with data protection regulations to ensure the privacy and safety of user data.

## 9. Search and Navigation:

- Effective search and navigation features help users find products easily. This may include search bars, filters, and sorting options to enhance the discoverability of products within the platform.

## 10. Feedback and Reviews:

- User-generated feedback and reviews contribute to building trust among potential buyers. E-commerce platforms often include rating systems and customer reviews to help users make informed decisions.

## 11. Analytics and Reporting:

- Analytics tools track user behavior, website traffic, and sales data. These insights help businesses understand customer preferences, optimize marketing strategies, and improve the overall performance of the e-commerce platform.

## 12. Mobile Responsiveness:

- With the increasing use of mobile devices, a generic e-commerce framework should be responsive and adaptable to different screen sizes, ensuring a seamless experience for users accessing the platform from smartphones or tablets.



## **13. Marketing and Promotions:**

- Marketing features include tools for running promotions, discounts, and advertising campaigns. This helps attract customers, drive sales, and promote brand awareness.

## **14. Explain the concept of global information distribution network.**

The concept of a global information distribution network in e-commerce refers to the infrastructure and mechanisms that enable the seamless exchange and dissemination of information on a worldwide scale within the electronic commerce ecosystem. It encompasses the interconnected systems, technologies, and platforms that facilitate the flow of data, transactions, and communication across borders. Several key components contribute to the realization of this concept:

### **1. Internet as the Backbone:**

- The internet serves as the fundamental backbone of the global information distribution network in e-commerce. It provides the infrastructure for connecting computers, servers, and devices across the globe, enabling the transmission of data in real-time.

### **2. Worldwide Connectivity:**

- E-commerce platforms leverage the global reach of the internet to connect buyers, sellers, and various stakeholders irrespective of their geographical locations. This enables businesses to expand their market reach and engage with a diverse customer base.

### **3. Cloud Computing:**

- Cloud computing plays a crucial role in the global information distribution network by offering scalable and accessible computing resources. E-commerce businesses can host their applications, databases, and services on cloud platforms, ensuring reliable and efficient global access.

### **4. Content Delivery Networks (CDNs):**

- CDNs enhance the performance and reliability of information distribution by strategically placing servers worldwide. This helps reduce latency and accelerates the delivery of content, including images, videos, and other web assets, to users across the globe.

### **5. Cross-Border Transactions:**

- E-commerce platforms facilitate cross-border transactions by integrating secure payment gateways and supporting multiple currencies. This allows customers from different countries to make purchases and engage in online transactions seamlessly.



## 6. Localization and Globalization:

- E-commerce websites often employ localization strategies to adapt content, language, and user experience to the preferences of specific regions. At the same time, globalization efforts ensure a consistent brand presence and user experience worldwide.

## 7. Multi-Language Support:

- To cater to diverse audiences, global information distribution networks in e-commerce incorporate multi-language support. This feature ensures that product information, customer service, and other content are accessible in multiple languages.

## 8. Supply Chain Integration:

- The global distribution network extends to supply chain integration, enabling businesses to manage and coordinate the movement of goods across international borders efficiently. This involves real-time tracking, inventory management, and logistics optimization.

## 9. International Marketing:

- E-commerce platforms leverage the global information distribution network for international marketing efforts. This includes targeted advertising, social media campaigns, and other promotional activities tailored to specific regions and demographics.

## 10. Data Security and Compliance:

- Security measures are paramount in a global information distribution network to protect sensitive data during transmission and storage. Additionally, adherence to international data protection and privacy regulations ensures legal compliance.

## 11. Real-Time Communication:

- Real-time communication tools, such as chat support and customer service portals, contribute to a seamless and responsive global information distribution network. Businesses can engage with customers across time zones and address inquiries promptly.

## 15. What is cybercrime? Discuss technical aspect of cybercrime

### ➤ Cybercrime: Understanding the Technical Aspects

Cybercrime refers to criminal activities conducted through the use of computers, networks, and digital technologies. It encompasses a wide range of illicit activities where the internet and digital systems serve as tools or targets for criminal intent. The technical aspects of cybercrime involve the use of advanced technologies and methods for malicious purposes. Here are some key technical aspects of cybercrime:





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## 1. Malware:

- Malicious Software (Malware) is a common tool in cybercrime. It includes viruses, worms, trojans, ransomware, and spyware. Malware is designed to infiltrate, damage, or gain unauthorized access to computer systems, often with the goal of stealing sensitive information or disrupting operations.

## 2. Phishing:

- Phishing is a form of social engineering where attackers use deceptive emails, messages, or websites to trick individuals into providing sensitive information such as usernames, passwords, or financial details. It often involves creating fake websites that mimic legitimate ones.

## 3. Hacking:

- Hacking involves unauthorized access to computer systems, networks, or accounts. Hackers exploit vulnerabilities in software or use various techniques like brute force attacks, SQL injections, and cross-site scripting to gain unauthorized access to target systems.

## 4. Denial-of-Service (DoS) and Distributed Denial-of-Service (DDoS) Attacks:

- DoS and DDoS attacks aim to overwhelm a target's resources, making a website or online service unavailable to users. DoS attacks are carried out by a single source, while DDoS attacks involve multiple compromised systems (botnets) coordinated to flood the target.

## 5. Identity Theft:

- Identity theft involves stealing personal information, such as social security numbers, credit card details, or passwords, with the intent to impersonate the victim for financial gain or other fraudulent activities.

## 6. Man-in-the-Middle (MitM) Attacks:

- In MitM attacks, an unauthorized third party intercepts and potentially alters the communication between two parties. This can be done through techniques like packet sniffing, session hijacking, or DNS spoofing.

## 16. Discuss cyber stalking in detail.

### ➤ Cyber Stalking:

Cyber stalking refers to the persistent and unwanted online pursuit or harassment of an individual through various digital channels. It involves the use of electronic communication tools, social media platforms, and other online spaces to intimidate, threaten, or monitor a person's activities. Cyber stalking can have serious emotional, psychological, and sometimes physical consequences for the victim. Here's a detailed discussion on cyber stalking:





## ➤ **Key Characteristics of Cyber Stalking:**

### **Persistent Communication:**

Cyber stalkers engage in persistent and unwanted communication with their victims. This can include emails, instant messages, social media messages, or comments on online platforms.

### **Monitoring and Surveillance:**

Stalkers may use various digital means to monitor the victim's online activities. This includes tracking their social media posts, location check-ins, online purchases, and other digital footprints.

### **Impersonation:**

Some cyber stalkers may create fake profiles or use anonymous accounts to impersonate the victim online. This can lead to false information being spread or damage to the victim's online reputation.

### **Threats and Intimidation:**

Cyber stalkers often use threats, intimidation, or coercion to control and instill fear in their victims. This may involve threatening messages, sharing sensitive information, or making malicious online posts.

### **Harassment Across Platforms:**

Cyber stalking is not limited to a single online platform. Stalkers may use various channels, such as social media, email, online forums, and messaging apps, to harass the victim consistently.

### **Doxxing:**

Doxxing involves the malicious exposure of a person's private information, such as home address, phone number, or workplace details. Cyber stalkers may engage in doxxing to further intimidate or harm their victims.

## **17. Explain various Bank and Credit Card related crimes.**

- Bank and credit card-related crimes involve illegal activities targeting financial institutions, individuals, or the payment systems associated with banks and credit cards. These crimes can range from theft and fraud to sophisticated cyber attacks. Here are various types of bank and credit card-related crimes:

### **1. Credit Card Fraud:**

- **Card Skimming:** Criminals use skimming devices to capture information from the magnetic stripe of credit or debit cards. These devices are often placed on ATMs or point-of-sale terminals.



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- **Carding:** Criminals use stolen credit card information to make small online purchases to verify if the card is still active before making larger unauthorized transactions.

## 2. Identity Theft:

- **Account Takeover:** Criminals gain unauthorized access to a person's bank or credit card account by stealing login credentials or using phishing techniques.

- **Synthetic Identity Theft:** Criminals create a fictional identity by combining real and fake information to open fraudulent bank or credit card accounts.

## 3. Phishing and Vishing:

- **Phishing:** Criminals use deceptive emails or websites to trick individuals into providing sensitive information, such as usernames, passwords, or credit card details.

- **Vishing** (Voice Phishing): Criminals use phone calls to deceive individuals into revealing personal information, often posing as legitimate organizations.

## 4. ATM Fraud:

- **ATM Skimming:** Similar to card skimming, criminals attach devices to ATMs to capture card information. They may also use pinhole cameras to record PINs.

- **ATM Jackpotting:** Criminals physically or remotely manipulate ATMs to dispense cash illegally.

## 5. Wire Fraud:

- Criminals use electronic communication to deceive individuals or businesses into transferring funds to fraudulent accounts. This often involves email compromise or business email compromise (BEC) schemes.

## 6. Ransomware Attacks on Financial Institutions:

- Cybercriminals use ransomware to encrypt files or systems within a financial institution, demanding a ransom for the release of the data.

## 7. Insider Fraud:

- Employees within financial institutions or credit card companies may engage in fraudulent activities, such as unauthorized access to customer accounts or data theft.



## 18. What do you mean by denial of service attack? Explain its types.

A Denial-of-Service (DoS) attack is a malicious attempt to disrupt the normal functioning of a network, service, or website by overwhelming it with a flood of illegitimate traffic. The primary goal of a DoS attack is to make the targeted system or network unavailable to users, causing a denial of service. There are various types of DoS attacks, each exploiting different vulnerabilities or mechanisms to achieve the disruption. Here are some common types of Denial-of-Service attacks:

### 1. Ping Flood:

- In a Ping Flood attack, the attacker sends an overwhelming number of Internet Control Message Protocol (ICMP) echo request messages (ping) to the target system. This flood of requests can consume the target's network resources, leading to a slowdown or unresponsiveness.

### 2. SYN Flood:

- A SYN Flood attack targets the three-way handshake process in the Transmission Control Protocol (TCP). The attacker sends a large number of SYN (synchronization) requests to a target, overwhelming its ability to respond and establish legitimate connections. This can lead to resource exhaustion and service disruption.

### 3. HTTP/HTTPS Flood:

- In an HTTP/HTTPS Flood attack, the attacker floods a web server with a massive number of HTTP or HTTPS requests. This overwhelms the server's resources, causing it to become unresponsive to legitimate user requests.

### 4. UDP Flood:

- A UDP Flood attack involves flooding a target's network with User Datagram Protocol (UDP) packets. Since UDP is connectionless and does not require a handshake, the attacker can send a large volume of UDP packets, leading to network congestion and disruption.

### 5. DNS Amplification:

- In a DNS Amplification attack, the attacker exploits misconfigured Domain Name System (DNS) servers to amplify the volume of traffic directed at the target. By sending DNS requests with a spoofed source IP address, the attacker can cause the DNS servers to respond with large, amplified responses, overwhelming the target.

### 6. NTP Amplification:

- Similar to DNS amplification, an NTP (Network Time Protocol) Amplification attack exploits vulnerable NTP servers to generate amplified traffic. The attacker sends small NTP requests with a spoofed source IP address, and the vulnerable NTP servers respond with larger packets, leading to a flood of traffic directed at the target.



## 7. Smurf Attack:

- In a Smurf Attack, the attacker sends ICMP echo requests (pings) with a spoofed source IP address to a network's broadcast address. This causes all devices on the network to respond to the spoofed address, overwhelming the target with responses.

## 19. Write short notes:

### a) Credit Card-Based Electronic Payment Systems (EPS):

Electronic Payment Systems encompass a range of technologies and processes that facilitate digital transactions, particularly in the realm of credit cards. Here's a short note on credit card-based EPS:

#### Overview:

Credit card-based Electronic Payment Systems involve the use of digital channels to authorize, process, and complete credit card transactions. These systems leverage technology to provide secure and efficient payment solutions for businesses and consumers.

#### Transaction Process:

When a credit card is used for a transaction, the EPS initiates a process that involves authorization, authentication, and settlement. The credit card details are securely transmitted, and the system verifies the cardholder's identity and account status.

#### Security Measures:

Robust security measures are a crucial aspect of credit card-based EPS. This includes encryption to protect sensitive information during transmission, secure authentication methods, and compliance with Payment Card Industry Data Security Standard (PCI DSS) requirements.

#### Online and Point-of-Sale Transactions:

Credit card-based EPS is prevalent in both online transactions and point-of-sale (POS) environments. Whether a customer is making a purchase on an e-commerce website or swiping a card at a physical store, the EPS facilitates seamless and secure payments.

#### Integration with Payment Gateways:

Payment gateways play a key role in credit card-based EPS. These are platforms that facilitate the communication between the merchant's website or POS terminal and the



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financial institutions involved in processing the transaction. Popular payment gateways include Stripe, PayPal, and Square.

## **Contactless Payments:**

With advancements in technology, credit card-based EPS has evolved to include contactless payments. This allows users to make transactions by simply tapping their credit cards on contactless-enabled terminals, providing a faster and more convenient payment method.

## **Mobile Wallets and Apps:**

Many credit card-based EPS are integrated into mobile wallets and applications. Users can add their credit card information to digital wallets like Apple Pay, Google Pay, or Samsung Pay, enabling them to make secure transactions using their smartphones.

## **Real-Time Processing:**

Credit card-based EPS often involve real-time processing, allowing for instant authorization and confirmation of transactions. This contributes to a seamless customer experience and helps merchants manage their cash flow more efficiently.

## **International Transactions:**

Credit card-based EPS facilitate international transactions, allowing users to make purchases in different currencies. The system automatically converts the transaction amount based on current exchange rates.

## **Fraud Detection and Prevention:**

EPS includes sophisticated tools for fraud detection and prevention. Machine learning algorithms and artificial intelligence are often employed to analyze transaction patterns and identify potentially fraudulent activities, enhancing the overall security of credit card transactions.

## **b) SSL (SECURE SOCKET LAYER) :**

Secure Sockets Layer (SSL) is a cryptographic protocol that provides a secure communication channel over the Internet. It ensures the confidentiality and integrity of data exchanged between a user's web browser and a website's server. SSL has evolved into Transport Layer Security (TLS), and the terms are often used interchangeably, with TLS representing the newer versions and improvements over the original SSL protocol. Here's a note on SSL:



## **Encryption for Data Security:**

SSL employs encryption algorithms to secure the communication between a user's device and a web server. This encryption protects sensitive information, such as login credentials, personal details, and financial transactions, from interception and unauthorized access.

## **Key Components:**

SSL/TLS employs a combination of asymmetric and symmetric encryption. It uses public-key cryptography for secure key exchange and session key establishment, and symmetric-key cryptography for the actual data encryption during the session.

## **Authentication:**

SSL provides a mechanism for server authentication, ensuring that users connect to legitimate websites. This is achieved through the use of digital certificates issued by trusted Certificate Authorities (CAs). Users can verify the authenticity of a website by checking its SSL certificate.

## **HTTPS:**

The integration of SSL/TLS with HTTP results in the creation of HTTPS (Hypertext Transfer Protocol Secure). Websites using HTTPS encrypt the data exchanged between the user's browser and the server, providing a secure and trustworthy browsing experience.

## **SSL in E-commerce:**

SSL plays a critical role in securing online transactions in e-commerce. When customers make purchases or provide personal information on an e-commerce website, SSL ensures that their data is encrypted and protected from potential cyber threats.

## **20. Explain online payment process using third party processors.**

### **Online Payment Process Using Third-Party Processors:**

Online payments are facilitated through various methods, and third-party payment processors play a crucial role in ensuring secure, efficient, and reliable transactions. Here's an overview of the online payment process using third-party processors:

### **1. Merchant Account Setup:**

- Before integrating a third-party payment processor, a business needs to set up a merchant account. This is a specialized account that allows businesses to accept



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payments, both online and in-store. The merchant account is typically created with the payment processor or a financial institution.

## **2. Integration with Third-Party Processor:**

- Once the merchant account is established, the business integrates its website or online platform with the chosen third-party payment processor. This integration involves incorporating the processor's application programming interface (API) or using plugins provided by the processor.

## **3. Customer Makes a Purchase:**

- When a customer decides to make a purchase on the website, they proceed to the checkout page. During the checkout process, they select the items they want to buy and choose the preferred payment method.

## **4. Payment Information Entry:**

- The customer enters their payment information, which may include credit card details, debit card details, or other payment methods supported by the third-party processor. The payment processor ensures the security of this sensitive information using encryption and other security measures.

## **5. Transaction Submission:**

- Once the payment details are entered, the transaction details are securely submitted to the third-party payment processor. The processor then takes over the responsibility of handling the transaction.

## **6. Authorization and Authentication:**

- The payment processor communicates with the issuing bank or financial institution to request authorization for the transaction. The customer's bank checks the availability of funds and authenticates the transaction. If approved, the payment processor proceeds with the next steps.

**7. Payment Processor Notifies Merchant:** Upon successful authorization, the payment processor notifies the merchant's website about the completed transaction. This





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triggers the order fulfillment process, allowing the merchant to proceed with shipping goods or delivering services.

## 8. Funds Transfer:

- The payment processor initiates the transfer of funds from the customer's account to the merchant's account. The processor deducts its fees for the transaction during this process. The time it takes for funds to reach the merchant depends on the settlement period defined by the payment processor.

## 9. Transaction Confirmation:

- The customer receives a confirmation of the successful transaction on the website. Simultaneously, the merchant is notified of the completed payment, allowing them to update the order status and provide necessary information to the customer.

## 10. Security and Compliance:

- Throughout the entire process, security measures are in place to protect the integrity of the transaction and customer data. Payment processors adhere to industry standards, such as PCI DSS (Payment Card Industry Data Security Standard), to ensure the secure handling of payment information.

## 21.Explain WWW architecture. How it supports E-commerce?

➤ The World Wide Web (WWW) architecture is the system of principles and technologies that define the structure and functionality of the internet. It encompasses various components, protocols, and standards that enable the exchange of information and the creation of a globally interconnected network. The WWW architecture plays a crucial role in supporting e-commerce by providing the foundation for the creation, accessibility, and secure transmission of online content, services, and transactions. Here's an overview of the key elements of the WWW architecture and how they support e-commerce:

### 1. Client-Server Model:

- The WWW operates on a client-server model, where clients (user devices) make requests for resources, and servers (hosted systems) respond to these requests. In e-



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commerce, clients are users accessing websites or applications, while servers host online stores, databases, and other e-commerce functionalities.

## 2. Uniform Resource Identifiers (URIs):

- URIs, commonly in the form of Uniform Resource Locators (URLs), identify resources on the web. E-commerce websites have unique URLs that allow users to access specific pages, products, or services. A well-defined URI structure enhances the user experience and supports effective navigation within an e-commerce platform.

## 3. Hypertext Transfer Protocol (HTTP) and HTTPS:

- HTTP is the protocol used for transferring hypertext (text linked with other text or multimedia) over the web. In e-commerce, HTTPS (HTTP Secure) ensures secure communication by encrypting data transmitted between the client and the server. This is crucial for protecting sensitive information such as payment details during online transactions.

## 4. Web Servers:

- Web servers, such as Apache, Nginx, and Microsoft IIS, host and deliver web content to users. In e-commerce, these servers store product information, process transactions, and manage user accounts, ensuring seamless interactions between clients and servers.

## 5. Database Systems:

- Databases store and manage large amounts of structured data, including product catalogs, customer information, and order histories. Database systems like MySQL, PostgreSQL, and MongoDB support the storage and retrieval of data critical to e-commerce operations.

## 6. Hypermedia and Multimedia Content:

- E-commerce platforms often include hypermedia elements, such as images, videos, and interactive media, to enhance product presentation. Multimedia content contributes to a richer and more engaging shopping experience for users.



## 7. Web Application Architecture:

- E-commerce websites adopt specific web application architectures, such as Model-View-Controller (MVC) or microservices, to organize and manage code efficiently. These architectures support scalability, maintainability, and the seamless integration of various e-commerce functionalities.

## 8. Web Standards and Protocols:

- Adherence to web standards and protocols ensures interoperability and compatibility across different devices and platforms. Standardized protocols, such as Representational State Transfer (REST) or GraphQL, facilitate communication between clients and servers in e-commerce applications.

## 9. Security Mechanisms:

- Security measures, including Secure Sockets Layer (SSL) or Transport Layer Security (TLS), play a vital role in safeguarding e-commerce transactions. These mechanisms encrypt data, protecting user privacy and preventing unauthorized access to sensitive information.

## 10. Content Delivery Networks (CDNs):

- CDNs enhance the performance and reliability of e-commerce websites by distributing content across multiple servers strategically placed worldwide. This reduces latency and ensures faster loading times for users, contributing to a positive user experience.

## 22. What is e-mail fraud? Explain various forms of e-mail frauds.

- Email fraud, also commonly referred to as email scams or phishing attacks, is a form of cybercrime in which malicious actors use deceptive emails to trick individuals into taking actions that compromise their security, privacy, or financial well-being. These fraudulent emails often impersonate trusted entities or employ various tactics to manipulate recipients. Email fraud is a widespread and persistent threat in the realm of cybersecurity, targeting both individuals and organizations. Here are key aspects of email fraud:



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## 1.Email Spoofing

A spoof email is an email that seems like it is from a legitimate source but is actually from an unreliable one. Usually, the sender falsifies the name or address of the originator in order to appear valid. For example, someone may send an email pretending to be a close friend or a trustworthy website in order to scam the recipient. Spoofing is often committed with the intention of defrauding the recipient of money.

## 2.Email Spamming

Spamming is the annoying and dangerous act of sending unsolicited bulk emails or other types of messages over the Internet. Spam is often used to spread malware and phishing and can come your way in the form of emails, social media, instant messages, comments, etc. In this article, we are going to focus on email spam .

It may seem like spam email, or junk email, is merely a nuisance in your inbox, but it has the potential to be dangerous. Many cyber criminals deliver viruses via email that once opened or clicked on, deposit dangerous files onto your computer. Criminals can then gain access to your system and personal files or even disable your computer this way. Ransomware and malware are two common types of malicious software that can infect your system or even disable your access to your own data until you pay a "ransom."

## 3.Email Bombing

An email bomb is a form of Internet abuse which is perpetrated through the sending of massive volumes of email to a specific email address with the goal of overflowing the mailbox and overwhelming the mail server hosting the address, making it into some form of denial of service attack.

## 23. Write a note on smart card along with its advantages. How it differs from credit cards.

**Smart Cards and Their Advantages:** A smart card is a small, embedded integrated circuit card that can process and store data. It contains a microprocessor and memory, providing capabilities beyond those of traditional magnetic stripe cards. Smart cards are used for various applications, including identification, authentication, and financial transactions. Here's a note on smart cards and their advantages, along with a comparison to credit cards:

### Smart Card Overview:

- **Components:** A smart card consists of a small chip embedded with a microprocessor, memory storage, and often a secure element. It can be either contact-based, requiring



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physical contact with a card reader, or contactless, using radio-frequency identification (RFID) or near-field communication (NFC) for communication.

## - Applications:

- **Identification:** Smart cards are used for secure identification, providing access to buildings, systems, or networks.
- **Financial Transactions:** They are widely used in financial services, allowing secure and encrypted transactions.
- **Healthcare:** Smart cards can store medical records and enable secure access to healthcare information.
- **Transportation:** In some regions, smart cards are used for public transportation payments.

Advantages of Smart Cards:

### 1. Enhanced Security:

- Smart cards offer advanced security features, including encryption and secure authentication. The embedded chip makes it difficult for unauthorized users to clone or tamper with the card.

### 2. Reduced Fraud:

- Due to their enhanced security features, smart cards contribute to reducing fraud in various applications, particularly in financial transactions and identity verification.

### 3. Multi-Application Capabilities:

- Smart cards can support multiple applications on a single card. For example, a smart card used in public transportation can also function as an identification card or access control card.

### 4. Offline Capability:

- Some smart cards have offline capabilities, allowing them to perform transactions without constant connectivity to a central server. This is advantageous in scenarios where real-time verification is challenging.



## 5. Contactless Options:

- Contactless smart cards leverage technologies like RFID or NFC, enabling quick and convenient transactions without physical contact with a card reader. This is especially useful in transit and access control applications.

## 6. Increased Storage Capacity:

- Smart cards can store more information than traditional magnetic stripe cards. This makes them suitable for applications requiring larger data storage, such as electronic health records.

## Differences from Credit Cards:

### 1. Authentication Mechanism:

- Smart cards use advanced cryptographic techniques and a microprocessor for secure authentication, while credit cards typically rely on a magnetic stripe containing static data.

### 2. Security Features:

- Smart cards offer robust security features, including dynamic authentication and encryption, making them more resistant to cloning and fraudulent activities compared to credit cards.

### 3. Data Storage:

- Smart cards have greater storage capacity and can store dynamic and multiple types of information. Credit cards, on the other hand, primarily store static data on magnetic stripes.

### 4. Multi-Application Support:

- Smart cards can support multiple applications on a single card, allowing them to be used for various purposes. Credit cards are primarily designed for financial transactions.

**5. Contactless Options:** - While contactless credit cards exist, not all credit cards have contactless capabilities. Contactless smart cards are designed with specific functionalities beyond just payment transactions.





## 24. Write a note on credit card related crimes. List safety tips to avoid it.

### Credit Card-Related Crimes: Understanding Risks and Safety Tips

Credit card-related crimes encompass various fraudulent activities aimed at exploiting individuals' credit card information for unauthorized transactions or identity theft. Criminals employ different tactics to obtain credit card details, and it is crucial for individuals to be aware of these risks and implement safety measures to protect their financial information. Here's a note on credit card-related crimes and a list of safety tips to avoid falling victim:

#### Common Credit Card-Related Crimes:

##### 1. Credit Card Fraud:

- Criminals may use stolen credit card information to make unauthorized purchases. This can occur online, over the phone, or in-person, depending on how the card details were compromised.

##### 2. Identity Theft:

- Credit card details can be part of a larger identity theft scheme where criminals use personal information to open new credit accounts, apply for loans, or commit other financial crimes.

##### 3. Skimming:

- Skimming involves criminals installing devices on card readers, such as ATMs or gas pumps, to capture card information when individuals swipe or insert their cards.

##### 4. Phishing:

- Phishing scams involve tricking individuals into providing their credit card details by posing as legitimate entities through emails, messages, or fake websites.

##### 5. Lost or Stolen Cards:

- When physical credit cards are lost or stolen, unauthorized individuals may use them to make purchases until the cardholder reports the loss.

##### 6. Carding:

- Carding is a process where criminals use stolen credit card information to test the validity of cards by making small purchases before attempting larger transactions.



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## Safety Tips to Avoid Credit Card-Related Crimes:

### 1. Use Secure Websites:

- When making online purchases, ensure the website is secure by looking for "https://" in the URL and checking for a padlock icon in the address bar.

### 2. Beware of Phishing Attempts:

- Be cautious of emails, messages, or calls requesting personal or credit card information. Verify the authenticity of communications before sharing any sensitive data.

### 3. Enable Two-Factor Authentication:

- Whenever possible, enable two-factor authentication for online accounts. This adds an extra layer of security beyond just a password.

### 4. Regularly Update Passwords:

- Change passwords for online accounts, including credit card accounts, regularly. Use strong, unique passwords that are not easily guessable.

### 5. Check Card Readers:

- Before using ATMs or card readers, visually inspect for any unusual devices. Cover the keypad while entering your PIN to prevent potential skimming.

### 6. Use Virtual Credit Cards:

- Some issuers offer virtual credit cards for online transactions. These have temporary details that can enhance security for online purchases.

### 7. Monitor Credit Reports:

- Regularly check credit reports for any unusual activities. This can help detect identity theft early on.

### 8. Set Transaction Alerts:

- Configure transaction alerts through your credit card issuer. Notifications for large or unusual transactions can help you identify and report fraud promptly.

**9. Report Suspected Fraud Immediately:** If you suspect fraudulent activity or have lost your card, report it to the credit card issuer immediately. Timely reporting can limit liability for unauthorized transactions.



## 25. Write a note on cyber-squatting and cyber terrorism.

### **Cyber-Squatting:**

Cyber-squatting is a malicious practice where individuals register domain names similar to established brands with the intent to profit or tarnish reputations. By exploiting trademarks, cyber-squatters aim to redirect web traffic, engage in fraudulent activities, or sell the domain back to the legitimate owner. Legal measures and proactive trademark protection are crucial to combat cyber-squatting.

Cyber-squatting refers to the malicious practice of registering, using, or selling a domain name with the intent to profit from the goodwill of someone else's trademark. This unethical activity involves individuals or entities taking advantage of the domain registration process to deceive users or tarnish the reputation of established brands.

### **Cyber Terrorism:**

Cyber terrorism involves using digital tools to conduct terrorist activities, aiming to cause widespread disruption, fear, or harm. Attackers target critical infrastructures, employ advanced technologies, and often remain anonymous. The global impact of cyber terrorism requires international cooperation, robust cybersecurity measures, and public awareness to prevent and counter these threats.

Cyber terrorism refers to the use of digital tools, technologies, and networks to conduct terrorist activities with the aim of causing widespread disruption, fear, or harm. Unlike traditional forms of terrorism, cyber terrorism leverages the vulnerabilities of interconnected systems and targets critical infrastructures, government entities, or private organizations.

## 26. Write a note on S-HTTP. Also compare it with SSL.

### **Secure Hypertext Transfer Protocol (S-HTTP):**

Secure Hypertext Transfer Protocol (S-HTTP) is a security protocol designed to secure communications over the World Wide Web. It operates at the application layer of the OSI model and focuses on securing individual messages exchanged between a client and a server. S-HTTP provides a way to encrypt and authenticate specific messages or documents, offering a more flexible approach to securing web transactions compared to the more comprehensive SSL/TLS protocols.



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## Key Features of S-HTTP:

### 1. Message-Level Security:

- S-HTTP secures individual messages or documents rather than securing an entire session or connection. This granularity allows users to selectively encrypt or authenticate specific pieces of information.

### 2. Flexibility:

- S-HTTP provides flexibility in choosing the level of security for each message. Users can decide whether to encrypt, authenticate, or leave messages in plaintext, allowing for a tailored security approach based on the sensitivity of the information.

### 3. Digital Signatures:

- S-HTTP supports digital signatures, enabling message authentication. Digital signatures verify the origin and integrity of a message, ensuring that it has not been tampered with during transit.

### 4. Incompatibility with SSL:

- S-HTTP is not backward-compatible with SSL (Secure Sockets Layer). Different URLs (Uniform Resource Locators) must be used to specify whether a document should be retrieved using S-HTTP or standard HTTP.

### 5. Dependence on Client and Server Support:

- Both the client and server must support S-HTTP for secure transactions to occur. If either party does not support S-HTTP, the communication defaults to regular HTTP.

Comparison with SSL (Secure Socket Layer):

### 1. Scope of Security:

- SSL: Secures the entire communication session between the client and the server. All data exchanged between the two parties is encrypted.

- S-HTTP: Secures individual messages or documents, allowing for selective encryption or authentication.

### 2. Granularity:

- SSL: Operates at a lower level, providing a comprehensive security layer for all data exchanged during a session.



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- S-HTTP Offers a more granular approach, allowing users to choose which messages to secure independently.

### 3. Ease of Implementation:

- SSL: Generally easier to implement as it secures the entire session by default.
- S-HTTP: Requires more effort for implementation due to its selective approach, requiring users to explicitly choose which messages to secure.

### 4. Backward Compatibility:

- SSL: Designed to be backward-compatible with non-secure HTTP.
- S-HTTP: Not backward-compatible with SSL, requiring different URLs for secure and non-secure versions.

### 5. Usage Scenario:

- SSL: Suited for securing transactions where comprehensive session security is required, such as online banking and e-commerce.
- S-HTTP: Well-suited for scenarios where users need to selectively secure specific messages or documents, providing more flexibility in security management.

## 27. Explain Components of I-Way.

- The term "I-Way" stands for Information Highway, which is a concept that refers to a global network infrastructure that enables the seamless and rapid exchange of information. It encompasses the various components and technologies that form the backbone of the digital highway. Here are the key components of the Information Highway or I-Way:

### 1. Network Infrastructure:

- The physical and logical foundation of the I-Way is the network infrastructure, which includes high-speed data networks, fiber optic cables, satellites, and other communication technologies. This infrastructure enables the transmission of data across the globe.

### 2. Internet:

- The Internet is a fundamental component of the I-Way, providing a global network of interconnected computers and servers. It facilitates the exchange of information, communication, and access to a vast array of online resources.



## 3. Protocols and Standards:

- Standardized protocols and communication standards ensure interoperability and seamless communication across different devices and platforms. Examples include TCP/IP (Transmission Control Protocol/Internet Protocol), HTTP (Hypertext Transfer Protocol), and other networking protocols.

## 4. Web Browsers:

- Web browsers serve as the interface between users and the I-Way, allowing them to access and navigate the vast amount of information available on the Internet. Popular web browsers include Chrome, Firefox, Safari, and Edge.

## 5. Data Centers:

- Data centers house the servers and infrastructure that support websites, applications, and services on the Internet. These facilities store and process massive amounts of data, ensuring reliable and scalable online experiences.

## 6. Content Delivery Networks (CDNs):

- CDNs play a crucial role in optimizing the delivery of content across the I-Way. By distributing content across multiple servers strategically placed worldwide, CDNs reduce latency and improve the speed of content delivery to end-users.

## 7. Cloud Computing:

- Cloud computing services, offered by providers like Amazon Web Services (AWS), Microsoft Azure, and Google Cloud Platform, contribute to the scalability, flexibility, and accessibility of digital resources on the I-Way.

## 8. Mobile Devices:

- The proliferation of smartphones, tablets, and other mobile devices has transformed the I-Way, making information and services accessible on the go. Mobile devices and their associated applications contribute significantly to the mobility and ubiquity of the Information Highway.

## 9. E-commerce Platforms:

- E-commerce platforms enable online buying and selling, creating virtual marketplaces on the I-Way. These platforms facilitate transactions, product discovery, and interactions between businesses and consumers.





## 10. Social Media Platforms:

- Social media platforms form a significant component of the I-Way, fostering communication, collaboration, and the sharing of information among users globally. Examples include Facebook, Twitter, LinkedIn, and Instagram.

## 11. Search Engines:

- Search engines play a vital role in information retrieval on the I-Way. Platforms like Google, Bing, and Yahoo help users discover relevant content by indexing and ranking web pages based on search queries.

## 12. Cybersecurity Measures:

- Security components, including encryption protocols, firewalls, and intrusion detection systems, are essential for protecting the integrity and confidentiality of data transmitted over the I-Way, safeguarding users and organizations from cyber threats.

## 28. Discuss the Organizational Application of e-Commerce.

Organizational applications of e-commerce, commonly known as electronic business or e-business, have transformed the way businesses operate, interact with customers, and conduct transactions. E-commerce technologies provide organizations with new avenues for marketing, sales, customer service, and internal processes. Here are key organizational applications of e-commerce:

### 1. Online Retail (E-tailing):

- Description: Organizations can sell products directly to consumers through online retail platforms or their own e-commerce websites. This eliminates geographical constraints and allows businesses to reach a global customer base.

- Benefits: Increased market reach, convenient shopping experience, and potential for personalized marketing.

### 2. B2B E-Commerce:

- Description: Businesses engage in electronic transactions with other businesses, streamlining procurement, supply chain management, and order processing. B2B e-commerce platforms facilitate bulk transactions and negotiations.

- Benefits: Efficient procurement, reduced transaction costs, and improved collaboration between business partners.



## 3. Online Marketplaces:

- Description: Organizations can leverage online marketplaces to reach a broader audience. These platforms connect buyers and sellers, providing a centralized space for various products and services.
- Benefits: Increased visibility, access to a diverse customer base, and simplified entry into new markets.

## 4. Digital Marketing

- Description: E-commerce enables organizations to conduct digital marketing campaigns through channels such as social media, search engines, and email. Digital marketing strategies include content marketing, search engine optimization (SEO), and social media advertising.
- Benefits: Targeted marketing, improved customer engagement, and real-time analytics for campaign assessment.

**5. Customer Relationship Management (CRM):** - Description: E-commerce platforms integrate with CRM systems to manage customer interactions, track purchase history, and personalize customer experiences. CRM tools help organizations build and maintain strong relationships with customers.

- Benefits: Enhanced customer satisfaction, personalized marketing strategies, and improved customer retention.

## 6. Supply Chain Management (SCM):

- Description: E-commerce facilitates the integration of supply chain processes, from procurement to delivery. Real-time tracking, inventory management, and data analytics contribute to a more efficient and responsive supply chain.
- Benefits: Reduced lead times, improved inventory management, and better coordination among supply chain partners.

## 7. E-Government Services:

- Description: Governments use e-commerce to provide online services to citizens, businesses, and employees. This includes services such as tax filing, permit applications, and online government transactions.
- Benefits: Increased efficiency, convenience for citizens, and cost savings for government agencies.



## 8. Mobile Commerce (M-Commerce):

- Description: Organizations extend their e-commerce capabilities to mobile devices, allowing customers to make purchases, access information, and engage with the business through mobile apps or mobile-optimized websites.

- Benefits : Greater accessibility, improved user experience on mobile devices, and the potential for location-based marketing.

## 9. E-Learning and Online Training:

- Description: Organizations utilize e-commerce platforms to offer online courses, training programs, and educational resources. This includes both internal employee training and external education services.

- Benefits: Flexible learning options, cost-effective training, and global accessibility.

## 10. Subscription Services:

- Description: Organizations offer subscription-based services, providing customers with ongoing access to products or content. This model is common in industries such as streaming services, software, and publications.

- Benefits: Predictable revenue streams, customer loyalty, and continuous engagement.

## 29. Explain about B2C transactions with proper Example.

### Business-to-Consumer (B2C) Transactions:

Business-to-Consumer (B2C) transactions represent the electronic exchange of goods, services, or information between businesses and individual consumers. In this model, businesses sell products or services directly to end-users, leveraging online platforms and digital technologies to facilitate transactions. B2C e-commerce has become a dominant force in the retail industry, allowing consumers to shop conveniently from their homes or mobile devices. Here's an explanation of B2C transactions with a proper example:

### Characteristics of B2C Transactions:

#### 1. Direct Sales:

- B2C transactions involve direct sales from businesses to individual consumers. The transactions take place on online platforms, websites, or mobile apps.



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## 2. Consumer-Focused Marketing:

- Marketing strategies in B2C transactions are consumer-focused, aiming to attract and engage individual customers. This includes personalized advertising, promotions, and content.

## 3. Individual Purchases:

- B2C transactions typically involve individual purchases rather than bulk transactions. Businesses tailor their offerings to meet the needs and preferences of individual consumers.

## 4. E-Commerce Platforms:

- Online retail platforms, websites, and mobile apps serve as the primary channels for B2C transactions. Consumers can browse products, make purchases, and complete transactions electronically.

## 5. Customer Relationship Management:

- Establishing and maintaining positive relationships with individual customers is crucial in B2C transactions. Customer service, feedback mechanisms, and loyalty programs play a significant role

## 6. Diverse Product Range:

- B2C transactions cover a diverse range of products and services, including consumer electronics, clothing, books, entertainment, travel services.

Example of B2C Transactions:

[Amazon.com](https://www.amazon.com) is a prime example of a B2C e-commerce platform. Here's how B2C transactions work on Amazon:

### 1. Product Listings:

- Amazon provides a vast online marketplace where businesses list their products. Each product has detailed information, including descriptions, images, and customer reviews.

### 2. User Accounts:

- Individual consumers create user accounts on Amazon, providing personal information, preferences, and payment details. These accounts enable a personalized shopping experience.



## 3. Product Search and Selection:

- Consumers use the search bar or browse through categories to find products of interest. They can read product descriptions, reviews, and compare prices.

## 4. Shopping Cart:

- Upon selecting desired items, consumers add them to their virtual shopping cart. The shopping cart functionality allows users to review their selections before proceeding to checkout.

## 5. Checkout Process:

- The checkout process involves entering shipping information, selecting payment methods, and confirming the order. Amazon offers various payment options, including credit/debit cards and digital wallets.

## 6. Order Confirmation:

- Once the order is placed, consumers receive an order confirmation, summarizing the purchase details. Amazon provides real-time updates on the order status and shipment tracking.

## 7. Delivery and Returns:

- Products are delivered to the specified address, and consumers have the option to return items if not satisfied. Amazon's customer service handles returns, refunds, and inquiries.

## 8. Customer Reviews and Ratings:

- Consumers can leave reviews and ratings for products, contributing to a community-driven feedback system. This information helps other shoppers make informed decisions.

## 30. Explain Man In the Middle Attcak.

- A Man-in-the-Middle (MitM) attack is a type of cyberattack where an unauthorized third party intercepts and potentially alters the communication between two parties without their knowledge. In a Man-in-the-Middle attack, the attacker secretly relays and possibly modifies the communication between the two victims.



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This can occur in various contexts, such as online transactions, email exchanges, or even voice communications.

## Common Techniques Used in Man-in-the-Middle Attacks:

### 1. Packet Sniffing:

- The attacker uses software to capture and analyze data packets traveling over a network, allowing them to inspect and potentially modify the content.

### 2. DNS Spoofing:

- The attacker manipulates the Domain Name System (DNS) to redirect users to malicious websites. This can lead to users unknowingly interacting with a fraudulent site.

### 3. Wi-Fi Eavesdropping:

- Attackers exploit unsecured Wi-Fi networks to intercept and analyze data transmitted between devices and the internet.

### 4. SSL Stripping:

- The attacker downgrades a secure connection (HTTPS) to an unencrypted one (HTTP), making it easier to intercept and modify the transmitted data.

### 5. Session Hijacking:

- The attacker steals an active session token, allowing them to impersonate a user and gain unauthorized access to accounts or sensitive information.

## Avoid a Man-in-the-Middle Attacks:

### 1. Encryption:

- Implementing strong encryption, especially through protocols like HTTPS, helps protect the confidentiality and integrity of data during transit.

### 2. Secure Wi-Fi Practices:

- Users should connect to secure and trusted Wi-Fi networks, avoiding public networks without proper security measures.





### 3. Multi-Factor Authentication (MFA):

- MFA adds an extra layer of security, making it harder for attackers to compromise accounts even if credentials are intercepted.

### 4. Regular Software Updates:

- Keeping software, operating systems, and security tools up-to-date helps patch vulnerabilities that attackers might exploit.

### 5. Network Monitoring:

- Employing network monitoring tools to detect unusual activities or unauthorized access in real-time can help identify potential MitM attacks.

## 31. Debit and Credit Card Based Payment.

➤ Debit and credit card-based payments are widely used methods for conducting transactions in both traditional and online commerce. These payment methods involve the use of plastic cards issued by financial institutions, allowing users to make purchases or withdraw funds. Here's an overview of debit and credit card-based payments:

### Debit Card-Based Payments:

#### 1. Definition:

- A debit card is a payment card linked to the cardholder's bank account. When a transaction is made using a debit card, the purchase amount is directly deducted from the available balance in the associated bank account.

#### 2. Card Issuer:

- Debit cards are typically issued by banks or financial institutions. They may be linked to various types of accounts, such as checking or savings accounts.

#### 3. Funding Source:

- The funds for debit card transactions come directly from the cardholder's bank account. Users can only spend the available balance in the linked account.

**4. PIN-Based Transactions:** Debit card transactions often require the cardholder to enter a Personal Identification Number (PIN) at the point of sale. This adds an extra layer of security to the transaction.



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## 5. ATM Withdrawals:

- Debit cards can be used to withdraw cash from ATMs. The cardholder can access cash from their bank account at ATMs that support the specific card network.

## 6. Limits and Overdraft:

- Debit cards may have daily transaction limits, and transactions exceeding the available balance may result in declined payments. Some accounts may offer overdraft protection, allowing limited negative balances.

## 7. Usage:

- Debit cards are commonly used for everyday transactions, such as shopping, dining, and ATM withdrawals. They are suitable for users who want direct access to their bank funds.

## Credit Card-Based Payments:

### 1. Definition:

- A credit card is a payment card that allows the cardholder to borrow funds from the issuing institution up to a predetermined credit limit. Users repay the borrowed amount along with interest if not paid in full by the due date.

### 2. Card Issuer:

- Credit cards are issued by banks or financial institutions. They provide users with a line of credit, allowing them to make purchases even if they don't have the funds immediately available.

### 3. Credit Limit:

- Each credit card has a specified credit limit, which represents the maximum amount the cardholder can borrow. Exceeding this limit may result in declined transactions or additional fees.

### 4. Interest Charges:

- If the cardholder carries a balance beyond the grace period (the time between the end of the billing cycle and the due date), interest charges apply. The interest rate is known as the Annual Percentage Rate (APR).



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## 5. Minimum Payments:

- Credit card users are required to make minimum monthly payments, usually a percentage of the outstanding balance. Paying only the minimum extends the repayment period, incurring more interest charges.

## 6. Rewards and Benefits:

- Many credit cards offer rewards programs, cashback, travel perks, and other benefits to incentivize card usage. Users can earn points or cashback based on their spending.

## 7. Security:

- Credit cards typically offer fraud protection, limiting the cardholder's liability for unauthorized transactions. Some credit cards also come with additional security features, such as EMV chips.

## 8. Usage:

- Credit cards are widely used for various transactions, including online shopping, travel reservations, and large purchases. They provide users with flexibility and the ability to build credit history.

## 32. Write Short notes:

### A) Security on web :

➤ Security on the web is a critical aspect given the increasing reliance on online platforms for communication, commerce, and information exchange. Ensuring a secure web environment involves implementing measures to protect users, data, and systems from various threats, including cyberattacks and unauthorized access. Here are key elements and practices related to security on the web:

### HTTPS (Hypertext Transfer Protocol Secure):

HTTPS is a secure version of the standard HTTP protocol. It encrypts data exchanged between a user's browser and a website, ensuring that sensitive information, such as login credentials and payment details, remains confidential. Websites with HTTPS display a padlock icon in the address bar.



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## **SSL/TLS Encryption:**

Secure Sockets Layer (SSL) and its successor, Transport Layer Security (TLS), are cryptographic protocols that provide secure communication over a computer network. These protocols encrypt data to prevent eavesdropping and tampering during transmission.

## **Firewalls:**

Firewalls are network security devices that monitor and control incoming and outgoing network traffic based on predetermined security rules. They act as a barrier between a secure internal network and untrusted external networks, filtering and blocking potentially harmful traffic.

## **Web Application Firewalls (WAF):**

WAFs specifically target web applications, protecting them from various cyber threats such as SQL injection, cross-site scripting (XSS), and cross-site request forgery (CSRF). WAFs analyze and filter HTTP traffic between a web application and the internet.

## **Regular Software Updates:**

Keeping web servers, content management systems (CMS), and other software components up-to-date is crucial for security. Software updates often include patches for known vulnerabilities, reducing the risk of exploitation.

## **Strong Authentication Mechanisms:**

Implementing robust authentication methods, such as multi-factor authentication (MFA), adds an extra layer of security. MFA requires users to provide multiple forms of identification before granting access, enhancing account protection.

## **Secure Password Policies:**

Enforcing strong password policies, including the use of complex passwords and regular password changes, helps prevent unauthorized access to accounts. Encouraging users to use unique passwords for different services is also advisable.

Ensuring security on the web requires a holistic approach, involving a combination of technological measures, regular assessments, and user awareness.

As the digital landscape evolves, staying vigilant and adapting security practices to address emerging threats is crucial for maintaining a safe online environment



## B) Cyber Stacking :

- It appears there might be a slight typo in your question. If you intended to refer to "Cyber Stalking," please provide more context or clarification, as the term doesn't have a widely recognized meaning in the context of cybersecurity or related fields.

If you meant "Cyber Stalking," I can certainly provide information on that topic. Cyber stalking refers to the use of electronic communications, such as the internet, social media, or email, to pursue, harass, or intimidate an individual.

### Cyber Stalking:

Cyber stalking involves the persistent and unwanted pursuit of an individual through digital channels. Perpetrators use various online platforms to monitor, harass, or intimidate their targets. Common methods include sending threatening messages, spreading false information, or engaging in unwarranted online surveillance.

### Key Aspects of Cyber Stalking:

#### 1. Online Harassment:

- Cyber stalkers use the anonymity afforded by the internet to engage in harassment. This may include sending threatening emails, messages, or posting harmful content online.

#### 2. False Impersonation:

- Perpetrators may create fake profiles or impersonate the victim online to damage their reputation, sow discord, or create emotional distress.

#### 3. Monitoring and Tracking

- Cyber stalkers often use technology to monitor the online activities of their victims, such as tracking social media posts, location data, or communication patterns.

#### 4. Psychological Impact:

- The psychological impact of cyber stalking can be severe, causing anxiety, fear, and emotional distress. Victims may feel constantly under surveillance, leading to a loss of personal privacy.

**5. Legal Consequences:** Cyber stalking is illegal in many jurisdictions, and perpetrators may face legal consequences for their actions. Laws vary, but they often cover activities such as harassment, threats, and unauthorized access to personal information.



## 6. Preventive Measures:

- To protect against cyber stalking, individuals should be cautious about sharing personal information online, regularly review privacy settings on social media, and report any suspicious or harassing behavior.

## 7. Reporting and Seeking Help:

- Victims of cyber stalking should report incidents to the appropriate authorities and seek assistance from law enforcement, internet service providers, or support organizations specializing in online harassment.

It's crucial for individuals to be aware of their online presence, take steps to secure their digital accounts, and report any instances of cyber stalking promptly. As technology evolves, staying informed about online safety measures becomes increasingly important in preventing and addressing cyber stalking.

