E-COMMERCE & ERP (SEMESTER - 8)

CS/B.TECH (CSE)/SEM-8/CS-801E/09
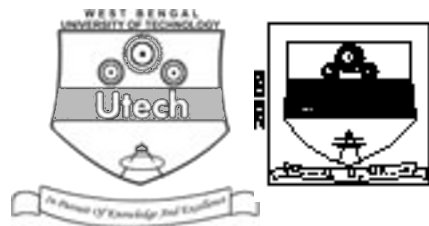
1. ....
   Signature of Invigilator

2. ....
   Signature of the Officer-in-Charge

Reg. No.

Roll No. of the Candidate

CS/B.TECH (CSE)/SEM-8/CS-801E/09
ENGINEERING & MANAGEMENT EXAMINATIONS, APRIL – 2009
E-COMMERCE & ERP (SEMESTER - 8)

Time : 3 Hours]   [Full Marks : 70

INSTRUCTIONS TO THE CANDIDATES :

1. This Booklet is a Question-cum-Answer Booklet. The Booklet consists of **32 pages**. The questions of this concerned subject commence from Page No. 3.

2. a) In **Group – A**, Questions are of Multiple Choice type. You have to write the correct choice in the box provided **against each question**.

   b) For **Groups – B** & **C** you have to answer the questions in the space provided marked 'Answer Sheet'. Questions of **Group – B** are Short answer type. Questions of **Group – C** are Long answer type. Write on both sides of the paper.

3. **Fill in your Roll No. in the box** provided as in your Admit Card before answering the questions.

4. Read the instructions given inside carefully before answering.

5. You should not forget to write the corresponding question numbers while answering.

6. Do not write your name or put any special mark in the booklet that may disclose your identity, which will render you liable to disqualification. Any candidate found copying will be subject to Disciplinary Action under the relevant rules.

7. **Use of Mobile Phone and Programmable Calculator is totally prohibited in the examination hall.**

8. You should return the booklet to the invigilator at the end of the examination and should not take any page of this booklet with you outside the examination hall, **which will lead to disqualification**.

9. Rough work, if necessary is to be done in this booklet only and cross it through.

No additional sheets are to be used and no loose paper will be provided

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FOR OFFICE USE / EVALUATION ONLY
Marks Obtained

	Group – A					Group – B		Group – C			Total Marks	Examiner's Signature
Question Number												
Marks Obtained												

....
Head-Examiner/Co-Ordinator/Scrutineer

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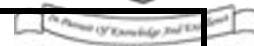
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ENGINEERING & MANAGEMENT EXAMINATIONS, APRIL – 2009

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SEMESTER - 8

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GROUP – A

(Multiple Choice Type Questions)

1.   Choose the correct alternatives for the following :   10 × 1 = 10

  i)   EDI requires

   a)   representation of common business documents in computer readable form

   b)   data entry operators by receivers

   c)   special value added networks

   d)   special hardware at co-operating business premises.

  ii)   By security in *e*-Commerce we mean

   I.   protecting an organization's data resource from unauthorized access

   II.   preventing disasters from happening

   III.   authenticating messages received by an organization

   IV.   protecting messages sent on the internet from being read and understood by unauthorized persons/organizations

   a)   I, II   b)   II, III

   c)   III, IV   d)   I, III, IV.

  iii)   A firewall may be implemented in

   a)   routers which connect intranet to internet

   b)   bridges used in an intranet

   c)   expensive modem

   d)   user's application programs.

iv) Public key encryption method is a system

    a) which uses a set of public keys one for each participant in *e*-commerce

    b) in which each person who wants to communicate has two keys ; a private key known to him only and a public key which is publicized to enable others to send message to him

    c) which uses the RSA coding system

    d) which is a standard for use in *e*-Commerce.

v) In electronic cash payment

    I. a customer withdraws 'coins' in various denominations signed by the bank

    II. the bank has a database of issued coins

    III. the bank has a database of spent coins

    IV. the bank cannot trace a customer.

    a) I, II   b) I, II, III

    c) I, II, III, IV   d) II, III, IV.

vi) SET protocol is use for

    a) Securing message transfer   b) Securing card transaction

    c) Securing authentication   d) Securing overall *e*-Commerce.

vii) A key is a

    a) Value   b) Logic

    c) Function   d) All of these.

viii) Which model of *e*-commerce deals with virtual auction ?

    a) Aggregator model   b) Info-mediary model

    c) Community model   d) Brokerage model.

ix) A/an .... is a network that links selected resources of a company's internet with its customers, suppliers or other business partners.

   a) internet   b) extranet

   c) VPN   d) wide area network.

x) How many types of trade cycle are there in *e*-commerce ?

   a) One   b) Two

   c) Three   d) Four.

GROUP – B

(Short Answer Type Questions)

Answer any *three* of the following.   3 × 5 = 15

2. What do you mean by knowledge engineering and business process redesign ?

3. Explain E-Governance with suitable examples.

4. What are the benefits and points of concern in CPD ?

5. What is BPR ? Explain with an example.

6. Distinguish between CRM and SRM.

GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following questions.   3 × 15 = 45

7. a) What is Digital signature ? How they differ from Digital certificate ?

   b) Given two prime nos. *P* = 17, *Q* = 29. Find out *N*, *E* and *D* in RSA encryption.

   c) What is firewall ? State the function of firewall in *e*-commerce.   15

8. a) What is call center ? Discuss about the call center equipment.

   b) What are the modes of operation of call center ?

   c) What is Customer Premises Equipment (CPE) ? What do you mean by Denial of Service Attacks ?   (3 + 4) + 3 + (2 + 3)

9. a) What is EDI ?

   b) What are the basic components of EDI ? Describe briefly.

   c) What role does it play in *e*-commerce ?

   d) Explain EDIFACT.

   e) Briefly explain the benefits of EDI.   1 + 4 + 4 + 4 + 2

10. a) Define ERP. How can information be integrated using ERP ?

    b) What are the reasons for the growth of ERP market ? What are the advantages of ERP system ?   4 + 5 + 6

11. Write short notes on any *three* of the following :   3 × 5

    a) EAI

    b) SCE framework

    c) BAAN

    d) SAP

    e) VPN.

———————

END