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Part-B

Q.4) Considering an e-commerce company the layers for the business operation plan are:-

① Access Layer: This is the layer that the customers interact with. Eg:- It can be the home page or the product listing page in our e-commerce website.

② Security layer: This is the layer that authenticates & authorizes only selected users or the individual customers. Eg:- It can be the payment gateway during checkout.

③ Application layer:- The various operations this layer constitutes are, Online business process operation, supply chain, Customer relationship management, Training & induction, HR management and Payment system.

④ Web tools layer: The components of the website like portal, content, middleware and so on are managed here. Eg:- The tools used in the creation of front & backend are defined here.

⑤ Integration layer: This layer is above the web tools layer and has the function of combining application & security layers.

⑥ Data Layer: It contains the data of all the content listed on the website. Eg:- The price and stock of every item in the inventory.

⑦ OS Layer: It is responsible for smooth rendering of the applications on the client side.

- All the above layers are necessary in creating our operation plan.
- Each of the layer has its own importance and has their responsibilities and hence cannot ignore any layer.
- The above operational plan suggests a self sufficient reliable and diligent operational plan for the e-commerce business.