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D5BCP2306 **Reg. No.....**

Name: .....

FIFTH SEMESTER UG DEGREE EXAMINATION, NOVEMBER 2025
(Regular/Improvement/Supplementary)
B.Com. Professional
GBCP5B24T: INFORMATION TECHNOLOGY FOR BUSINESS

Time: 3 Hours **Maximum Marks: 80**

Part A: Answer all the questions. Each carries *one* mark.
Choose the Correct Answer:

1. Which among the following helps the IT system to facilitate managerial decision making tasks?
   a) Knowledge and Information
   b) Management Information System and Expert System
   c) Decision Support system and Artificial Intelligence
   d) None of the above
2. …….. software tracks and executes company processes, including design, procurement, manufacturing, production, distribution, sales and order fulfillment
   a) SQM b) SCM c) TQM d) CRM
3. . ……allows for short-range data transfer between devices.
   a) Wi-Fi b) Bluetooth c) WAN d) MAN
4. The database environment has all the following components except ____.
   a) Database administrator c) Users
   b) Database d) Separate files
5. Information systems support an organization's business operations, managerial decision making and strategic competitive advantage. These are called as
   a) Business process reengineering c) Roles of information systems
   b) Globalization d) Competitive advantage

Fill in the Blanks

6. _____ is defined as the study or use of systems (especially computers and telecommunications) for storing, retrieving, and sending information.
7. The situation having more information than actually required is called as _____.
8. _____ is the system for digitalizing a spoken message and transmitting it over network.

(PTO)

9. Employees interact with others through portable communication tools, such an office is called _____.
10. _____ is the process of changing the values in cells to see how those changes will affect the outcome of formulas on the worksheet.

(10 X 1 = 10 marks)

Part B: Answer any *eight* questions. Each carries *two* marks.

11. What is a telecommunication processor?
12. State the components of Information System.
13. What are internetworked processors?
14. What is audio conferencing?
15. Define spreadsheet.
16. What do you mean by Group Decision Support System?
17. Define Knowledge management.
18. Comment on object oriented model.
19. What is Customer Relationship Management?
20. What is Artificial Intelligence?

(8 X 2 = 16 marks)

Part C: Answer any *six* questions. Each carries *four* marks.

21. Explain PDCA cycle.
22. Briefly describe the technical foundations of DBMS.
23. Describe the advantages and disadvantages of office automation.
24. State and explain some of the devices used for office communication.
25. Explain Goalseek and Scenario functions in excel?
26. Explain the concept of Information Technology in Business.
27. List out and explain the features of internet.
28. Discuss the advantages and disadvantages of Information System?

(6 X 4 = 24 marks)

Part D: Answer any *two* questions. Each carries *fifteen* marks.

29. What are the types of networks available? Explain in detail with the help of diagrams.
30. Who is a database administrator? Explain the role of DBA in detail.
31. What is MIS? Discuss the roles and essentials of a good management information system.

(2 X 15 = 30 marks)