NOTE:
• Please write your Roll No. at the space provided on each page immediately after receiving the Question Paper.
• Question 1 is compulsory and carries 28 marks. Answer any FOUR questions from the rest. Marks are indicated against each question.
• Parts of a question should be answered at the same place.

Q.1 (7 × 4)
   a. What is a Transaction? What is the purpose of Transaction Processing System?
   b. What is the role of business process reengineering in enhancing competitiveness?
   c. Differentiate between CRM and e-CRM.
   d. What is the significance of CMMI?
   e. Define IT chargeback? Discuss chargeback as an IT strategy.
   f. State how IT has made an impact on organizational working?
   g. What is cyber terrorism? List three IT tools that can help to defend against terrorist tactics.

Q.2 (9)
   a. Describe operational, managerial and strategic activities, in IT Management.
   b. Explain the framework that is used for analyzing competitiveness and to develop strategies for companies to increase their competitiveness.

Q.3 (7)
   a. What are the factors instrumental in deciding to go in for ERP system?
   b. Differentiate between E-commerce and E-business.
   c. What are the legal issues involved in conducting operations in E-business?

Q.4 (9)
   a. What do you understand by the term Data Architecture? State its components.
   b. Explain the IBM’s digital network architecture SAA.
Q.5  a. Explain the concept of outsourcing. Is outsourcing a viable option for IT acquisition? (9)

b. List briefly the steps involved in system development. (9)

Q.6  a. State the methods for evaluating and justifying IT investment. (9)

b. “IT has made revolution in society.” Critically discuss. (9)

Q.7  a. Write short notes on the following:-

   (i) “Biometrics” and “Computer forensics”.
   (ii) Digital Certificate and Digital signature. (9+9)