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Sixth Semester B.E. Degree Examination, December 2010
Information Systems

Time: 3 hrs.

Max. Marks:100

**Note: Answer any FIVE full questions,
selecting at least TWO questions from each part.**

PART – A

- 1 a. Explain the framework of information systems needed by business professionals. (10 Marks)
b. What is a system? Conceptually explain the types of information systems. (10 Marks)
- 2 a. List and describe the five basic competitive strategies, with a neat diagram. (10 Marks)
b. Illustrate a virtual company with necessary elements. Describe the basic business strategies of virtual companies. (10 Marks)
- 3 a. Explain the transaction processing system, with an example. (10 Marks)
b. Explain how the tools enhance enterprise collaboration. (10 Marks)
- 4 a. Define CRM. Explain the phases of CRM and support between business and its customers. (10 Marks)
b. Explain the benefits and challenges of ERP. (05 Marks)
c. List and explain the SCM functions, in detail. (05 Marks)

PART – B

- 5 a. What is E-commerce? Explain the scope and the categories of E – commerce. (10 Marks)
b. Explain the secure E – payment system, with an example. (10 Marks)
- 6 a. Describe the OLAP and its operations, in detail. (10 Marks)
b. List the major domain areas of AI and its commercial applications. (10 Marks)
- 7 a. What is hacking? Explain the common hacking tactics to assault the companies. (10 Marks)
b. Explain the goal of security management. List the important security defenses. (10 Marks)
- 8 a. Explain the major components of business /IT planning process and IT architecture. (10 Marks)
b. Describe the top issues in managing international data communications. (10 Marks)

Important Note : 1. On completing your answers, compulsorily draw diagonal cross lines on the remaining blank pages.
2. Any revealing of identification, appeal to evaluator and /or equations written eg, 42+8 = 50, will be treated as malpractice.

