

SVKM's NMIMS University  
School of Distance Learning

Information Technology for Management

Date: 22.12.2007  
Time: 3.00 to 6.00

Marks: 100

Instructions:

1. Q.1 is compulsory and carries 20 Marks
2. Answer any FOUR questions from Q.2 to Q8
3. Q.2 to Q.8 carry 20 Marks each.

Q. 1 Write Short notes (Any FIVE)

1. GPRS
2. Network Security
3. Business Intelligence
4. Internet Service Provider
5. Importance of Documentation
6. Domain Name Server
7. Decision Support Systems

Q. 2 What is Business Process Reengineering? Explain BPR methodology.

Q. 3 Discuss any two of the following data security technologies

1. RSA
2. Digital Certificates
3. Digital Signatures

Q. 4 Giving suitable examples, explain how and why IT and computers have contributed in increasing productivity and competitiveness of organizations in doing business.

Q. 5 What are the different types of knowledge? Explain the process of knowledge conversion

Q. 6 Explain ERP systems, its advantages and steps involved in ERP implementation.

Q. 7 Internet technology and Electronic commerce has brought the manufacturers and the customers very close to each other. This should result into better customer relationship management and supply chain management. Please explain.

Q. 8 How is E-Mail, Internet and Intranet beneficial to business organisations?

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