Note:
- 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 x 4)

a. What is an electronic market? What are the different types of electronic markets?

b. Describe the enabling role of Information Technology in business process re-engineering.

c. Define Explicit knowledge and Tacit knowledge.

d. What are the potential benefits of telecommuting or virtual work on organizations?

e. What are the different methods for evaluating and justifying IT investments?

f. What is perimeter (network layer) security? What are the different tools available for perimeter security?

g. What is application architecture?

Q.2

a. What are Web-based systems? Give an example of a Web-based system. What are the important features of Web-based functionalities? (9)

b. What is a digital enterprise? Discuss the relationship between a digital enterprise and an e-business company. (9)

Q.3

a. What are the problems faced by an organization while implementing an ERP package? (7)

b. Describe the logic of integrating ERP and SCM software. (4)

c. What is customer relationship management? What are the different types of CRM activities? (7)
Q.4  a. What are the impacts of IT on structure, authority, power and job content? (9)

b. What are the disadvantages of buying IT applications? (9)

Q.5  a. What are the strategies which the organization should consider in managing the risks associated with outsourcing IT contracts? (9)

b. What are the benefits of leasing from application service providers? (9)

Q.6  a. What are the various potential threats to computerized information systems? (9)

b. What is physical security? What are the different types of physical security controls? (9)

Q.7  a. What are the five key strategies for e-commerce success? (9)

b. Briefly describe the following quality and productivity process:
   (i)  CMMi
   (ii)  ITIL
   (iii) ISO9001-2000 (9)