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.

Q1
a. Differentiate between Open and Closed system.

b. State two advantages and two disadvantages of BPR.

c. Describe any four drawbacks of conducting business on the internet.

d. Comment on the following:
   (i) Knowledge Management is about people
   (ii) Knowledge Management is ever-changing.

e. What do you meant by Denial of Service attack? Explain

f. Write four major developments that were included in MRP-II as compared to MRP.

g. What is meant by RFP? When to use an RFP? (7×4)

Q2
a. What are five major resources an information system consists of? Explain in detail. (10)

b. Information needs of an organization are dependent on what factors? Explain the following information systems (IS) required at different level of management:
   (i) Operational level IS
   (ii) Tactical level IS
   (iii) Strategic level IS (8)

Q3
a. Describe in detail the kind of changes that occur when a company re-engineers its business processes. (9)

b. Explain following three types of CRM mentioning advantages of each:
   (i) Operational CRM
   (ii) Analytical CRM
   (iii) Collaborative CRM (9)
Q.4  
   a. What are the various resources required for successful implementation of e-commerce? (6)
   
   b. Write a brief note on IBM’s Systems Application Architecture. (6)
   
   c. What is meant by Service Level Agreement (SLA)? Give a list of features one should consider when creating a SLA. (6)

Q.5  
   a. Why should one select CMMI for improving business? Describe. (6)
   
   b. Write a brief note on emerging trends in Enterprise computing. (6)
   
   c. What is need of Generic application architecture? How application architecture is used? (6)

Q.6  
   a. What do you mean by Encryption? Briefly describe two methods for encryption on network. (5)
   
   b. How public key/private key encryption works? Explain. (6)
   
   c. What is a digital certificate? Who issues this certificate and what is the purpose of digital certificate? (7)

Q.7  
   Write note on any **FOUR** of the following:

   (i) Information Detection System
   (ii) Geographical Information System
   (iii) Value Chain Model
   (iv) Outsourcing as an Economic strategy
   (v) Information revolution (4.5×4)