



K24U 2869

Reg. No. :

Name :

V Semester B.Com. Degree (C.B.C.S.S. – O.B.E. – Regular/Supplementary/
Improvement) Examination, November 2024

(2019 to 2022 Admissions)

Core Course

COMPUTER APPLICATION – III

5B11COM : Information Technology for Business

Time : 2 Hours

Max. Marks : 20

SECTION – A
(Very Short Answer)

Answer **any three** questions from the following. Each question carries 1 mark.

1. What is Knowledge Management System ?
2. What is NEFT ?
3. What do you mean by PIVOT TABLE ?
4. What is UPI ?

(3×1=3)

SECTION – B
(Short Essay)

Answer **any three** questions from the following. Each question carries 3 marks.

5. What is customer relationship management system ?
6. Describe B2C, C2C and C2B.
7. What are the phases of ERP implementation ?
8. What are the Financial functions in Spreadsheet ?

(3×3=9)

SECTION – C
(Long essay)

Answer **any one** question from the following. The question carries 8 marks.

9. Explain features and advantages of E-commerce.
10. Explain the role of information systems in business.

(1×8=8)