

Reg.	No.				 	•							•		
Nam	۵.												100		

V Semester B.Com. Degree (C.B.C.S.S. – O.B.E. – Regular/Supplementary/ Improvement) Examination, November 2025 (2019 to 2023 Admissions)

Core Course

COMPUTER APPLICATION - III

5B11COM: Information Technology for Business

Time: 2 Hours

Max. Marks: 20

PART - A

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

- 1. Name any two types of e-commerce model.
- 2. Expand IMPS.
- 3. What is decision support system?
- 4. What is e-SCM?

 $(3 \times 1 = 3)$

PART - B

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

- 5. Define CRM. Explain the elements of CRM.
- 6. Write a short note on IT Act, 2000.
- 7. Explain B2C business process.
- 8. Write the steps to create a pivot table in a spreadsheet.

 $(3 \times 3 = 9)$

PART - C

Answer any one question from the following. Each question carries 8 marks.

- 9. Explain the concept of ERP. Discuss its features and benefits in integrating business systems.
- 10. What is e-governance? Explain different types of e-governance. (

 $(1 \times 8 = 8)$