

9. A system which is used to provide information to managers and decision makers is called
(A) TPS (B) OAS (C) DSS (D) MIS.
10. SSL uses _____ of messages.
(A) Encryption (B) Decryption
(C) Compression (D) Translation.

Group-B

Answer *any ten* questions.

3×10

11. CRM stands for _____.
(A) Customer Relation Management (B) Customer Relationship Management
(C) Customer Record Management (D) Customer Rating measurement.
12. Identify the disadvantages of KPOs and BPOs.
(A) Increased complexities (B) Inferior quality of output
(C) Both (A) and (B) (D) None of these.
13. In a relational database, each row represents a/an _____.
(A) Attribute (B) Entity
(C) Value (D) All of these.
14. Which of the following is not a file organisation technique?
(A) Indexed (B) Sequential
(C) Relative (D) Parallel.
15. TCP stands for _____.
(A) Transmission Control Protocol (B) Transmission Carrier Protocol
(C) Transmission Carrier Programme (D) Transmission Control Programme.
16. Which of the following is incorrect about Telnet?
(A) It is a text-based computer protocol
(B) Users cannot transfer files using Telnet
(C) It is not secure as it transfers all data in clear text
(D) None of the above.

17. Antivirus _____ to protect the computer from malware.
- (A) Deletes the virus code (B) Deletes the file
(C) Quarantines the file (D) All of these.
18. Website audit checks the _____.
- (A) Content (B) Graphics
(C) Performance (D) All of these.
19. A digital signature is issued by the _____.
- (A) Controller of Certifying Authority (B) Commissioner of Certifying Authority
(C) Central Government (D) State Government.
20. A person can file an appeal in _____ days against the orders of the Cyber Appellate Tribunal
- (A) 30 (B) 45 (C) 60 (D) 90.
21. Which of the following is not a part of e-governance?
- (A) Use of e-gazette (B) Use of e-records
(C) Recognition of digital signature (D) None of these.
22. Which one of the following statements is not correct?
- (A) The data dictionary is normally maintained by the database administrator.
(B) The data dictionary contains the name and description of each data element.
(C) Data elements in the database can be modified by changing the data dictionary.
(D) The data dictionary is a tool used exclusively by the database administrator.
23. Cybercrime does not involve which of the following?
- (A) Attacking a computer
(B) Using computer as a weapon to attack
(C) Using computer as an accessory to commit a crime
(D) None of the above.
24. Junk e-mail is also called
- (A) Spam (B) Spool (C) Spoof (D) Sniffer script.
25. Internet works on
- (A) Packet switching (B) Circuit switching
(C) Both (A) and (B) (D) None of these.
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