

2021**TWO YEAR M. COM. SEMESTER 3 EXAMINATION***(New Syllabus under CBCS)***Instructions for Examinees from Affiliated Colleges***The students are required to strictly adhere to the following instructions:*

1. Use A4 size paper for giving the examination.
2. Write the following on the top of the first sheet:
 - i) Roll Number: **(as per the Admit Card)**
 - ii) Registration Number: **(as per the Admit Card)**
 - iii) Paper Code and Name of the Paper
 - iv) Date of the Examination
 - v) Duration of Examination **(12 Noon to 2 P.M.)**
3. Put Page number on the top right of each page (including the first page).
4. Only one side of the paper should be used for examination.
5. Put your **full signature with date**, at the bottom right of every page used.
6. Before sending your answer scripts, arrange the pages sequentially. Scan them in the order of page number and convert them into a single **PDF File**.
7. Pdf. file name should be your **Full Roll Number <underscore> paper code**. While submitting the answer scripts, the subject of the mail will be exactly the same with the file name. [e.g., if the roll no of a student is **017/MCM/123456** for second paper (**Paper Code CC302**) the file name will be: **017-MCM-123456_CC302**.
8. Submit your answer scripts in **PDF Format** within the stipulated time through designated email id given to you.
9. Preserve your answer scripts in soft as well as hard-copy form of all the papers of your examination.

2021**COMMERCE****Paper: CC-302****(Information Systems and Computer Applications)****Full Marks: 40***The figures in the margin indicate full marks.**Candidates are required to give their answers in their own words as far as practicable.***Time: 2 Hours****Duration of Examination: 12noon to 2pm****Module - I**Answer *any two* questions.

1. (a) Clearly state the basic points of difference between Internet, Intranet and Extranet with an appropriate chart.
(b) Briefly discuss with the help of appropriate examples how systems are maintained through negative entropy by inputs of matter and energy. [6 + 4]
2. (a) Briefly discuss the Prototyping Model of System Development Life Cycle (SDLC) with suitable diagram.
(b) Explain briefly with appropriate chart how systems are classified based on its interaction with environment. [6 + 4]
3. (a) 'Considering the various information system used by the different levels of management, the Decision Support System (DSS) differs from Knowledge Expert System (KES)' - Comment on the statement and differentiate the concepts.
(b) Write short note on Data Dictionary. [5 + 5]
4. (a) State the major activities of Knowledge Expert System (KES) - Explain briefly.
(b) What do you understand by Information System Ethics? Does it play any role in controlling cyber-crime? [5 + (3 + 2)]

Module - II

Answer *any two* questions.

5. (a) Briefly explain the pre-requisites for implementing knowledge management in an organisation?
(b) Write short note on applications of IoT in Customer Relationship Management. [5 + 5]
6. (a) Write short note on Cloud Computing.
(b) What is meant by Push and Pull Supply Chain strategy? Briefly discuss the causes of Bullwhip effect. [4 + (3 + 3)]
7. (a) Differentiate with suitable examples between 'Master' and 'Non-Master' data.
(b) Mention any three reasons for having separate 'Front End' and 'Back End' software. [5+ 5]
8. (a) Write short note on Marketing Automation and Service Automation.
(b) Explain diagrammatically about interaction between various types of knowledge. [5 + 5]