



USN

Library

Date.....

Seventh Semester B.E. Degree Examination, July/August 2021
Information System

10IS72

Time: 3 hrs.

Max. Marks:100

Note: Answer any FIVE full questions.

- 1 a. List three fundamental Role of information system in Business. Explain two types of information system with diagram. (10 Marks)
b. Explain the components of information system with neat diagram. (10 Marks)
- 2 a. With a neat figure, explain how to build a Customer Focused Business. (10 Marks)
b. Write brief explanation on : (05 Marks)
 - i) Creating a virtual company (05 Marks)
 - ii) Three levels of techniques in knowledge management system. (05 Marks)
- 3 a. Explain Enterprise Application Architecture and 5-stages in the Transaction processing cycle. (10 Marks)
b. Write neat diagram of Functional Business Information system and explain Human Resource System. (10 Marks)
- 4 a. What is Customer Relationship Management? Explain Three phases of CRM and also Benefits of CRM. (10 Marks)
b. What is ERP? List the Benefits of ERP. (05 Marks)
c. What is SCM? Explain three stages in the use of SCM. (05 Marks)
- 5 a. List three Categories of e-commerce and with a neat diagram. Explain secure e-payment system. (10 Marks)
b. Write a note on B2C e-commerce and explain the types of e-commerce market places. (10 Marks)
- 6 a. What is DSS? Explain with a neat diagram components of a web enabled marketing DSS. (10 Marks)
b. What is an AI and Expert system? Explain the components of Expert System. (10 Marks)
- 7 a. Write a note on Computer Crime and Privacy Issues. (10 Marks)
b. Explain the following : (10 Marks)
 - i) Encryption
 - ii) Firewalls
 - iii) Security codes
 - iv) Biometric security
- 8 a. List the Major Components of Information technology management. (10 Marks)
b. Write short notes on : (10 Marks)
 - i) Global Data Access Issues
 - ii) Global System Development.

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Important Note : 1. On completing your answers, compulsorily draw diagonal cross lines on the remaining blank pages.
2. Any revealing of identification, appeal to evaluator and /or equations written eg, 42+8 = 50, will be treated as malpractice.