





5. Which of the following is a key component of the Business Process Management (BPM) framework?

- A) Inventory management
- B) Document scanning
- C) Process modelling and automation
- D) Employee training

6. What technology enables users to access software applications and data over the internet, without installing them on their local devices?

- A) Cloud Computing
- B) Peer-to-Peer Networking
- C) LAN (Local Area Network)
- D) WAN (Wide Area Network)

7. Which of the following is NOT a common CRM application?

- A) Sales force automation
- B) Inventory management
- C) Customer service and support
- D) Marketing automation

8. What is the primary goal of supply chain management?

- A) Minimizing customer satisfaction
- B) Maximizing product costs
- C) Maximizing overall supply chain efficiency
- D) Maximizing internal competition

9. Which type of analytics focuses on historical data to understand past performance?

- A) Descriptive analytics
- B) Predictive analytics
- C) Prescriptive analytics
- D) Real-time analytics

10. What is the primary function of a Decision Support System (DSS) in a business context?

- A) To manage employee salaries
- B) To provide legal advice
- C) To assist in decision-making by providing insights and data
- D) To design marketing materials

### **Section B**

Answer the following compulsory short questions (05 X 2 = 10 Marks)

11. What is the difference between public cloud and private cloud?

12. What is the primary difference between data warehousing and data mining?

13. Define intellectual capital in the context of organizations

14. What is the primary purpose of an ERP system in an organization?

15. What is the primary goal of a Knowledge Management System (KMS)?



**Section C**

Answer any five of the following questions

(05 X 10 = 50 Marks)

16. Define MIS? Discuss the various characteristics of MIS ?
17. What is Business intelligence, explain the elements of BI Environment?
18. What are the principle components of telecommunication networks and key network technologies?
19. How does virtualization contribute to resource optimization and cost savings?
20. What are the key functionalities provided by a Fleet Management Information System (FMIS)?
21. Why is architecture and IT design crucial in the development of complex software systems?
22. Briefly explain the concept of Multidimensional OLAP (MOLAP) in data analysis?

\*\*\*\*\*

