

18/5/2011

T.E IT VT (Rev)  
Info? Tech. for Mgmt of Enterprise

P4-Exam-May-11-222  
Con. 2923-11.

RK-2766

(3 Hours)

[Total Marks : 100

**N.B.:** 1. Question No. 1 is compulsory.

2. Attempt any 4 questions out of remaining six questions.

- Q 1. Solve any four ; (20)
- a) Explain operational, managerial, and strategic activities?
  - b) Explain ethical and legal issues in ecommerce?
  - c) Write a short notes on Virtual corporations?
  - d) Describe role of IT in BPR? Why BPR projects fail?
  - e) Explain with example cost-benefit analysis?
- Q 2. a) Define Utility computing and describe its benefits? (10)
- b) Why should a organization change ERP solutions?  
Give Pros and Cons of switching? (10)
- Q 3. a) Explain EC order fulfillment process? (10)
- b) What are the difference between an EIS and an ESS? Give example for each. (10)
- Q 4. a) Explain learning organization and their characteristics? (10)
- b) Explain types of CRM and classifications of CRM application? (10)
- Q 5. a) Explain IT benchmarks and metrics? (10)
- b) Explain the importance of communication and collaboration technologies to the process of knowledge management? (10)
- Q 6. a) Explain Reengineering principals with example? (10)
- b) Explain traditional EDI & internet based EDI? (10)
- Q 7. a) Explain process of IT application acquisition? (10)
- b) What are structured and unstructured problems? Give one examples of each in the following three areas: finance, marketing, and personnel administration? (10)
-