Reg. No. : ....

Name : ....

V Semester B.Com. Degree (C.B.C.S.S. – O.B.E. – Regular/Supplementary/ Improvement) Examination, November 2024
(2019 to 2022 Admissions)
Core Course
COMPUTER APPLICATION – III
5B11COM : Information Technology for Business

Time : 2 Hours

Max. Marks : 20

SECTION – A
(Very Short Answer)

Answer **any three** questions from the following. **Each** question carries **1** mark.

1. What is Knowledge Management System ?

2. What is NEFT ?

3. What do you mean by PIVOT TABLE ?

4. What is UPI ? (3×1=3)

SECTION – B
(Short Essay)

Answer **any three** questions from the following. **Each** question carries **3** marks.

5. What is customer relationship management system ?

6. Describe B2C, C2C and C2B.

7. What are the phases of ERP implementation ?

8. What are the Financial functions in Spreadsheet ? (3×3=9)

SECTION – C
(Long essay)

Answer **any one** question from the following. The question carries **8** marks.

9. Explain features and advantages of E-commerce.

10. Explain the role of information systems in business. (1×8=8)

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