

Note:- 1) All questions are compulsory.

2) Figures are right to indicate full marks.

Q1) A) Fill in the blanks:- (Any 8)

(08)

- 1) \_\_\_\_\_ is used to summarized data in tabular format in MS- Excel.  
(Pivot table, clipboard, worksheet)
- 2) \_\_\_\_\_ is types of chart in Excel.  
(Word chart, Pie chart, Object chart)
- 3) Full form of DBMS  
(a) Database Maintain System (b) Database Mathematics System  
(c) Database Management System
- 4) A \_\_\_\_\_ consist of records and fields.  
(a) Group (b) Table (c) Quires
- 5) ERP stands for \_\_\_\_\_  
(a) Enterprise Resource Planning (b) Enter Record Planning (c) Enter Record Plain
- 6) \_\_\_\_\_ is the fourth stage of SCM.  
(a) Develop (b) Deliver (c) Return
- 7) \_\_\_\_\_ is a system that allows bank customer to conduct different financial transaction through a mobile device.  
(a) Mobile Banking (b) Market (c) Shopping
- 8) CRM stands for \_\_\_\_\_  
(a) Customer Relationship Management (b) Customer Record Management  
(c) Call Record Management
- 9) \_\_\_\_\_ the most important key in a table, which uniquely identifies a records throughout database.  
(a) Foreign Key (b) Primary Key (c) Control Key
- 10) Full form of SFA is \_\_\_\_\_  
(a) Sales force Automation (b) Sales Full Automation (c) Sales Full Access

Q1) B) State whether True or False:- (Any 7)

(07)

- 1) If you no longer use a macro you can delete it.
- 2) We cannot insert chart in MS- Excel.
- 3) Sum and sumif function are same.
- 4) There are five stages of SCM.
- 5) Good key is a type of key in database.

- 6) In RDBMS Access data can't be restricted.
- 7) MySQL is example of RDBMS.
- 8) Debit card is issued with IC for security reasons.
- 9) We can create table in MS- Access.
- 10) There is no lookup function in MS-Excel.

**Q 2) A) Explain the following function in spreadsheet with syntax & example. (08)**

**B) Explain VLOOKUP() & H LOOKUP() with examples. (07)**

**OR**

**C) Explain the following function in spreadsheet with example. (08)**

a) MIN() b) NOW() c) Average d) SUM()

**D) List the features of MS- Excel. (07)**

**Q 3) A) Explain different Data types in MS- Access. (08)**

**B) Explain Data & Information. (07)**

**OR**

**C) State the Advantages and Disadvantages of DBMS. (08)**

**D) Explain Primary Key & Foreign Key. (07)**

**Q 4) A) Explain various types of Online Trading (08)**

**B) Discuss the advantages to Banks & Customers of ECS credit. (07)**

**OR**

**C) State the Advantages and Disadvantages of Internet Banking (08)**

**D) Enlist advantages of smart cards. (07)**

**Q5) Write Short Notes: - (Any 3) (15)**

- a) Macro
- b) RDBMS
- c) EDI
- d) Internet Banking
- e) SFA

XXXXXXXXXXXXXXXXXXXXXXXXXXXX