

## Q.1 (a): Multiple Choice Questions: (Any 8)

(8)

1. MIS is stands for \_\_\_\_\_.  
(a) Management information system (b) Magnetic information system  
(c) Mutual Fund (d) None of the above
2. Website is a collection of \_\_\_\_\_.  
(a) Web server (b) Internet (c) Web page (d) Extranet
3. short-cut key used to paste the data in MS-Word.  
(a) Ctrl+Z (b) Ctrl+C (c) Ctrl+V (d) Ctrl+X
4. E-Commerce is \_\_\_\_\_ Business.  
(a) Online (b) Offline (c) Retail (d) Wholesale.
5. B2G is stands for \_\_\_\_\_.  
(a) Consumer to Consumer (b) Business to Government (c) Commoner to Business (d) None
6. In Excel \_\_\_\_\_ sign is used for start function.  
(a) \* (b) & (c) @ (d) =
7. Enterprise Recourse Planning is \_\_\_\_\_.  
(a) EPR (b) ERP (c) EPS (d) ESP
8. In Excel 2010 the default file extension is \_\_\_\_\_.  
(a) .WKS (b) .XLS (c) .PPT (d) .DOC
9. VLOOKUP() is stands for \_\_\_\_\_.  
(a) Horizontal Lookup (b) Vertical Lookup  
(c) Version Lookup (d) All of these
10. FTP is \_\_\_\_\_.  
(a) Protocol (b) File (c) PPT (d) Slide

**Q.1 (B): State the following as True or False (Any 7):**

(7)

1. LAN is Local area network.
2. Intra organization is called as Market Driven Transaction.
3. Security is major disadvantages of E-Commerce.
4. In WWW we most use 2-Tire architecture.
5. Web site is a collection of Web Page.
6. EDI is stands for Electronic data interchange.
7. I-Way is stands for Super Highway.
9. Text, Sound, Images, Audio, Graphics are called as Media.
10. E-Commerce gives a global reach to the business.

**Q.2 (A) What is Convergence and types of convergence?**

(15)

**OR**

- (B) Explain features and advantages of E-Commerce. (8)  
(C) Explain VLOOKUP() in detail. (7)

**Q.3(A) Explain the following terms.**

(8)

- (1) HTTP (2) MIS (3) Web Page (4) Credit Card

(B) Write a short note on WWW. (7)

**OR**

(C) Explain Components of I-Way. (8)

(D) Explain Customer Relationship Management in detail. (7)

**Q.4(A) Explain the following functions of Excel.**

(8)

- (1) SUM() (2) MAX() (3) ROUND() (4) NOW()

(B) Explain the following with examples. (7)

- (1) B2B (2) B2C (3) C2C (4) B2G

**OR**

(C) Explain benefits of ERP. (8)

(D) Explain Role and Impact of MIS. (7)

**Q.5 A) Explain Classification of MIS.**

(8)

B) Explain Client- server architecture. (7)

**OR**

**Q.5 C) Write a short note on: (Any Three)**

(15)

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|----------------|------------------|
| (1) Mail Merge | (3) Digital cash |
| (2) Macros     | (4) Smart Card   |
| (5) Internet   |                  |