



- Notes :
1. All questions carry equal marks.
 2. Due credit will be given to neatness and adequate dimensions.
 3. Assume suitable data wherever necessary.

1. a) Discuss the benefits and drawbacks of e-commerce. **8**
b) Explain electronic mail system. **8**

OR

2. a) Explain Domain Name system. **8**
b) Describe X · 400 Message Handling system. **8**

3. a) Describe the components of EDI system. **8**
b) What is UN/EDIFACT? Explain structure of EDIFACT message. **8**

OR

4. a) What are the important steps to implement intranet? **8**
b) What is Electronic Payment System? **8**

5. a) Explain in brief cryptography and its components. **8**
b) How keys are generated using RSA algorithm? Explain with example. **8**

OR

6. a) Describe any two encryption methods. **8**
b) Explain public key cryptography. **8**

7. a) How customer demographics are related with e-commerce. **8**
b) Explain various ways in which a business can be evaluated. **8**

OR

8. a) What is value - chain in e-commerce. **8**
b) What measures can be taken for maintaining customer loyalty. **8**

9. a) What is PPI? Explain. **8**
b) How to submit & track online problems? **8**

OR

10. a) What is web response system? **8**
d) What software modules can be added for electronic customer support? **8**
