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10IS72

**Seventh Semester B.E. Degree Examination, Dec.2017/Jan.2018**  
**Information System**

Time: 3 hrs.

Max. Marks:100

**Note: Answer any FIVE full questions, selecting at least TWO questions from each part.**

**PART – A**

- 1 a. What is an information system? What are the classification of information system? Explain. (10 Marks)  
b. Explain components of an information system. (05 Marks)  
c. What is system? Explain cybernetic system with example. (05 Marks)
- 2 a. How a business uses internet technologies to form a virtual company and alliance with business partners? (10 Marks)  
b. Explain with a neat figure, the business competitive strategies and competitive forces that appear in the market place. (10 Marks)
- 3 a. Explain enterprise collaboration system and the tools associated with it. (06 Marks)  
b. Explain accounting system with neat diagram. (06 Marks)  
c. Explain the enterprise application architecture illustrating the major cross functional enterprise application and their interrelationships. (08 Marks)
- 4 a. With a figure, explain how CRM support 3 phases of relationship between a business and its customers. (06 Marks)  
b. What is ERP? Explain benefits and challenges of ERP. (06 Marks)  
c. What is SCM? Explain benefits and challenges of SCM. (08 Marks)

**PART – B**

- 5 a. Explain the nine essential categories of e-commerce process architecture with a neat diagram. (10 Marks)  
b. Explain e-commerce success factors. (10 Marks)
- 6 a. What is DSS? With a neat block diagram, explain the components of web-enabled marketing DSS. (10 Marks)  
b. What is expert system? Explain the component of expert system with its benefits and limitations. (10 Marks)
- 7 a. What is Hacking? List and explain the common hacking tactics to assault the companies. (10 Marks)  
b. Explain : (i) Technology ethics (ii) Firewalls with figure. (10 Marks)
- 8 a. Explain business/IT planning process and also a IT architecture that is created by strategic business / IT planning process. (10 Marks)  
b. With a neat block diagram, explain the three major components of information technology management. (10 Marks)

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Important Note : 1. On completing your answers, compulsorily draw diagonal cross lines on the remaining blank pages.  
2. Any revealing of identification, appeal to evaluator and /or equations written eg, 42+8 = 50, will be treated as malpractice.