Reg. No. : ....

Name : ....

V Semester B.Com. Degree (C.B.C.S.S. – O.B.E. – Regular/Supplementary/Improvement) Examination, November 2025
(2019 to 2023 Admissions)
Core Course
COMPUTER APPLICATION – III
5B11COM : Information Technology for Business

Time : 2 Hours

Max. Marks : 20

PART – A

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

1. Name any two types of e-commerce model.

2. Expand IMPS.

3. What is decision support system ?

4. What is e-SCM ?   (3×1=3)

PART – B

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

5. Define CRM. Explain the elements of CRM.

6. Write a short note on IT Act, 2000.

7. Explain B2C business process.

8. Write the steps to create a pivot table in a spreadsheet.   (3×3=9)

PART – C

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

9. Explain the concept of ERP. Discuss its features and benefits in integrating business systems.

10. What is e-governance ? Explain different types of e-governance.   (1×8=8)

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