

Roll No.

Total No. of Questions – 14

Total No. of Printed Pages – 7

Time Allowed – 3 Hours

Maximum Marks – 100

UAP

Answers to questions are to be given only in English, except in the case of candidates who have opted for Hindi Medium. If a candidate has not opted for Hindi Medium, his/her answer in Hindi will not be valued.

Answers to **Sections A** and **B** should be given in **separate** sets of answer books.

SECTION – A

Question No. 1 is compulsory.

Answer any **five** questions from the rest.

Marks – 50

Marks

1. Answer **all** the following questions briefly :

2×5

=10

(a) What are device drivers ? Name any two devices that require drivers.

(b) Define “Bit” and “Byte”.

(c) What is the difference between backup and recovery ?

(d) What are the functions of Transport Layer and Internet Layer in Transmission Control Protocol/Internet Protocol (TCP/IP) ?

(e) What is the difference between Integrity and Authenticity with reference to E-Commerce ?

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(2)

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Marks

2. (a) Describe any four benefits of database management solution for an organization. 4

(b) Explain in brief the following features of an Operating System : 4

(i) Multi programming

(ii) Multi processing

(iii) Multi tasking

(iv) Multi threading

3. (a) What is a 'threat' ? Explain any three types of Network Security threat ? 4

(b) What do you mean by distributed database ? Also briefly explain the two methodologies of distribution of a database. 4

4. (a) Describe briefly any four features of Application Servers. 4

(b) List the two advantages and two disadvantages of 3 tier architecture. 4

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Marks

5. (a) Explain the following with regard to Internet connection : 4
- (i) SDSL connection
- (ii) Satellite connection
- (b) Explain step by step online transaction processing in an e-commerce environment. 4

6. A Housing Society in a newly developed Smart City has provided several advanced security systems to each house in that city. Based on the value of these advanced security systems installed in each house, the Society has divided all the houses in four categories and fixed the criteria for annual maintenance charges as under : 8

House Category	Maintenance charges as % of value of advanced security systems installed at house
A	8%
B	6%
C	4%
D	3%

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P.T.O.

(4)

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Marks

In addition to above there is a service tax @ 12.36% on the amount of maintenance charges. Considering house number and value of advanced security system installed, as input, draw a flow chart to have printed output as house number, maintenance charges, service tax and the total amount to be paid by each house owner.

7. Write short notes on any **four** of the following :

**2×4
=8**

~~(a)~~ Firewall

~~(b)~~ Data Mining

(c) VoIP

~~(d)~~ Object Oriented Programming (OOP)

(e) Front End Communication Processors

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(5)

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SECTION - B

Question No. 8 is compulsory.

Answer any **five** questions from the rest.

Marks - 50

8. (a) Mission statement of a company focuses on the question : 3
'Who we are' and 'What we do'. Explain briefly.
- (b) State the factors of human resource that influence on employees 3
competence.
- (c) Assume that you are an entrepreneur who has an intense desire to get 3
into the business. What types of information relating to macro
environment would you need to determine external opportunities and
threats ?
- (d) What does corporate strategy ensure ? Explain. 3
- (e) Briefly describe the impact of corporate culture on an organization. 3

9. (a) State with reasons which of the following statements are correct or 2×2
incorrect. =4

- (i) Stability strategy is not a 'do-nothing' strategy.

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P.T.O.

(ii) Six sigma efforts target following main areas :

(x) Improving customer satisfaction.

(y) Reducing wastage

(z) Reducing defects

(b) What are the major stages in the strategic management process ?

3

10. What is the rationale behind Business Process Reengineering (BPR) ? What steps would you recommend to implement BPR in an organization ?

7

11. (a) Discuss the leadership role played by the managers in pushing for good strategy execution.

4

(b) What do you understand by functional structure ?

3

12. (a) How would you argue that modern enterprises pursue multiple objectives and not a single objective ?

4

(b) Explain the significance of SWOT analysis.

3

13. Distinguish between the following :

(a) Cost Leadership and Differentiation Strategies

4

(b) Social Marketing and Service Marketing

3

(7)

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14. Write short notes on the following :

(a) Experience Curve

4

(b) Production System

3

OR

Characteristics of Strategic Business Unit (SBU)

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