





iv) Public key encryption method is a system

- a) which uses a set of public keys one for each participant in e-commerce
- b) in which each person who wants to communicate has two keys ; a private key known to him only and a public key which is publicized to enable others to send message to him
- c) which uses the RSA coding system
- d) which is a standard for use in e-Commerce.

v) In electronic cash payment

- I. a customer withdraws 'coins' in various denominations signed by the bank
- II. the bank has a database of issued coins
- III. the bank has a database of spent coins
- IV. the bank cannot trace a customer.

- a) I, II
- b) I, II, III
- c) I, II, III, IV
- d) II, III, IV.

vi) SET protocol is use for

- a) Securing message transfer
- b) Securing card transaction
- c) Securing authentication
- d) Securing overall e-Commerce.

vii) A key is a

- a) Value
- b) Logic
- c) Function
- d) All of these.

viii) Which model of e-commerce deals with virtual auction ?

- a) Aggregator model
- b) Info-mediary model
- c) Community model
- d) Brokerage model.

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k) A/an ..... is a network that links selected resources of a company's internet with its customers, suppliers or other business partners

- a) internet
- b) extranet
- c) VPN
- d) wide area network.

x) How many types of trade cycle are there in e-commerce ?

- a) One
- b) Two
- c) Three
- d) Four.

**GROUP - B**

**( Short Answer Type Questions )**

Answer any *three* of the following. 3 × 5 = 15

2. What do you mean by knowledge engineering and business process redesign ?
3. Explain E-Governance with suitable examples.
4. What are the benefits and points of concern in CPD ?
5. What is BPR ? Explain with an example.
6. Distinguish between CRM and SRM.

**GROUP - C**

**( Long Answer Type Questions )**

Answer any *three* of the following questions. 3 × 15 = 45

7. a) What is Digital signature ? How they differ from Digital certificate ?
- b) Given two prime nos.  $P = 17$ ,  $Q = 29$ . Find out  $N$ ,  $E$  and  $D$  in RSA encryption.
- c) What is firewall ? State the function of firewall in e-commerce. 15
8. a) What is call center ? Discuss about the call center equipment.
- b) What are the modes of operation of call center ?
- c) What is Customer Premises Equipment ( CPE ) ? What do you mean by Denial of Service Attacks ? ( 3 + 4 ) + 3 + ( 2 + 3 )

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9. a) What is EDI ?  
b) What are the basic components of EDI ? Describe briefly.  
c) What role does it play in e-commerce ?  
d) Explain EDIFACT.  
e) Briefly explain the benefits of EDI. 1 + 4 + 4 + 4 + 2
10. a) Define ERP. How can information be integrated using ERP ?  
b) What are the reasons for the growth of ERP market ? What are the advantages of ERP system ? 4 + 5 + 6
11. Write short notes on any *three* of the following : 3 x 5
- a) EAI  
b) SCE framework  
c) BAAN  
d) SAP  
e) VPN.

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END

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