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J – 4274

Reg. No. : .....

Name : .....

**Second Semester M.Com. Degree Examination, May 2020**

**Paper I : CO 221 : E-BUSINESS AND CYBER LAWS**

**(2014 Admission to 2017 Admission)**

Time : 3 Hours

Max. Marks : 75

**SECTION A**

Answer all questions in 2 or 3 sentences. Each question carries 2 marks.

1. What is CRM?
2. What is EPOS system?
3. What do you mean by E-marketing?
4. What do you mean by cyber space?
5. What is E-governance?
6. What do you mean by Evidence Act?
7. What is Cyber stalking?
8. What is supply chain management?
9. What is ERP?
10. Differentiate between E-business and E-commerce.

**(10 × 2 = 20 Marks)**

P.T.O.



## SECTION B

Answer **any five** questions. Each question carries **5** marks.

- 11 What are the different models of E-retailing?
- 12 What is ERP? Explain its importance
- 13 Explain the need for selling chain management.
- 14 Explain the various crimes involved in cyber world.
- 15 What are the issues relating to investigation?
- 16 Write a short note on "cyber forensics".
- 17 Differentiate between E-business and E-commerce.
- 18 Explain the various forces influencing ERP

**(5 × 5 = 25 Marks)**

## SECTION C

Answer **any two** questions. Each question carries **15** marks.

19. Define E-retailing. Explain its models.
- 20 What is customer relationship management? Explain its trends and design.
- 21 Explain the relevant provisions under IT Act 2000.
- 22 What is EPOS system? Explain the functions of EPOS system.

**(2 × 15 = 30 Marks)**

