



K25U 2468

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)