Note:
1. All questions are compulsory.
2. All sub-questions carry equal marks.
3. Answer to each new question must be started on a fresh page.
4. Figure in brackets indicate full marks.

Q1. Attempt any TWO out of any FOUR: (Marks: 10)

a) Differentiate between batch processing systems and real-time processing systems.
b) What are the different categories of system maintenance?
c) What are the problems that Supply Chain Management addresses?
d) Define ICT and explain ICT Operations Management.

Q2. Write short notes on any TWO out of any FIVE: (Marks: 10)

a) Types of Memory 
b) Business Process Re-engineering 
c) Management Information System 
d) Electronic Data Interchange 
e) Feasibility Study

Q3. Attempt any THREE out of any FIVE: (Marks: 30)

a) What are the types of controls needed to improve security of an information system?
b) Briefly explain Decision Support System. Enlist its characteristics and capabilities and mention its benefits.
c) Explain how Customer Relationship Management helps an organization to grow. Support your answer with suitable examples.
d) Distinguish between LAN, MAN and WAN.
e) What are the general steps to follow while creating a Business Continuity Plan? Enlist the strategies that one must follow for data protection?

Q4. Answer in detail: (Marks: 20)

a) Describe Network Operating System and its types.
b) Explain Disaster Recovery Planning. What are the general steps to be followed while creating a Disaster Recovery Plan?