INFORMATION TECHNOLOGY

SUMMARY NOES OF CHAPTER 1 –BPM

Q.no 1. What is BPM?

- The achievement of an organization's objectives through improvement of essential business process.
- BPM is means to study, identify, change, modify & monitor business processes.
- BPM is a structure, methodology to streamline business process to increase efficiency.

Q.no 2. What is process?

- Anything that converts input into output
- Eg: sales, purchase, accounting, customer care, logistics etc

Q.no 3. Why BPM?

- Because of huge competition it is difficult to survive without improving business processes, customer may select alternative supplier

Q.no 4. A typical cycle of an accounting transaction

Q.no 5 A typical cycle of a sales transaction

Q.no 6 A typical cycle of a purchase transaction

Q.no 7 A typical cycle of financial transaction

Financial Planning– –►Allocation of resource– –► Operation & monitoring – –► Evaluation, analysis & reporting

Q.no 8 Ned of BPM

Q.no 9 Challenges of BPA

- Risk to job
- False sense of security

Q.no 10 BPM principle

- Create customer value
- Monitor
- Improvement to stay in competition
- Information Technology

Q.no 11 BPM practices

- Appoint owner-manager
- Bonus to employee

- Bottoms-up approach
- Co-operation
- Radical
- ITuse
- training

Q.no 12 Benefits of BPA

- Customer satisfaction
- Cost saving
- Competitive edge

Q.no13 What is VCA?

Q.no 14 Risk of BPA

- Job – People may become jobless
- False sense of security

Q.no 15 3 Basic functions of AIS

- Source capture
- Record
- Safeguard

Q.no 16 Impact of IT on BPM?

Q.no 17 Benefits of BPMS ?

- Automated
- Coupling
- Free
- Cost savings
- Compliances

Q.no 18 Processing cycle of accounting

Financial cycle | Expenditure cycle | Revenue cycle

Human resource | General ledger | Data processing

Q no19 business risk of failure of IT

- Top management
- Outdated

- Insufficient resources
- Inadequate training
- Gap analysis
- Over-engineering
- Not flexible
- Software failure
- Deficient project

Q no 20 information as a business asset

Q no21 success factor of BPR

Q no 22 what is E R D

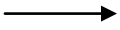
- It stands for entity relationship diagram
- It should be developed before database development
- To connect two different entities, there is a need of relationship
- Entity is a distinguishable object

Q no 23 types of relationship

- One to one
- One to many
- Many to one
- Many to many

Q no 24 what is DFD?

Q no 25 major symbols of DFD

- Process 
- Entity 
- Data flow 
- Data store 

Q no 26 what is flow chat?

Q no 27 what is decision table?

Q no 28 parts of decision table

- Condition stub
- Action stub
- Condition entries
- Action entries

Q no 29 need for BPM implementation

Q no 30 automation of the functional units

- Sales ⟶ CRM
- Marketing ⟶ ECM
- Deliver ⟶ ERP

Q no 31 challenges in implementation of BPA

Q no 32different levels of BPM

INFORMATION TECHNOLOGY

Summary notes of chp 2

Q no 1 What is server and what are the types of server

- File server
- Print server
- Network server
- Database server
- Application ser ver
- Web server

Q no 2 what are the types of cloud

Private public hybrid community

Q no 3 what are the types of architecture of cloud?

Front end back end

Q no 4 what are the models of cloud?

- IAAS
- PAAS
- SAAS
- NAAS
- IAAS

Q no 5 what is mobile computing

Q no 6 mobile computing involves

- HARDWARE

- SOFTWARE
- COMMUNICATION

Q no 7 examples of business application are in mobile computing

-

Q no 8 mobile computing concern

- BATTERY
- HEALTH
- DANGERS OF MISREPRESENTATION

Q no 9 what is DBMS?

Q NO 10 what is database?

Q no 11 DBMS helps in performing following operation

Q no 12 types of database model

- HIERARCHICAL
- NETWORK
- DBMS

Q no 13 difference between hierarchical and network

Q no 14 what is OOD?

Q no 15 what is RDBMS

Q NO 16 what ARE THE advantages of DBMS?

- Data sharing
- Minimize data redundancy
- File consistency
- User friendly
- Improved security
- Data independence

Q NO 17 disadvantages of DBMS?

- Cost
- Training
- security

Q NO 18 WHAT is system software?

Q no 19 what are the activities of OS?

Q no 20 what are the phases of SDLC

- System investigation
- System analysis
- System design
- System implementation
- System maintenance and review

Q NO 21 types of feasibility

MT-Economical lost

- **Economical**
- **Legal**
- **Operation**
- **Schedule**
- **technical**

Q no 22 draw a chart of hardware

Q no 23 types of conversion

- direct
- Parallel
- Phased
- pilot

Q no 24 ERP application BPM into following phases

- Analysis
- Design
- Implementation
- Run and monitor

Q no 25 BPA application ties up following activities

- Integration
- Orchestration
- Automation

Q no 26 benefits of BPA

- Reduced human error
- Transforming data into information
- Improving performance
- Making user more efficient and effective
- Making business more responsive
- Improving collaboration and information sharing

Q no 27 following IT processes usually involved in typical business enterprise

- Database access
- Data back up
- Log
- Job scheduling
- Application integration
- File transfer
- Printing

Q no 28 what is the difference application and system software

Q no 29 different types of application software

- 0application suite
- Enterprise software
- Infrastructure software
- Information worker software
- Content access software
- Educational software
- Media development

Q no 30 benefits of application software

- addressing user needs
- less threat from virus
- regular updated

Q no 31 disadvantages of application software

- costly
- infection from malware

Q no 32two types of network

- connection oriented
- connectionless network

Q 33 networks are modeled to address

- Router
- Bandwidth
- Resilience
- Contention

Q 34 important benefits of computer network

- Distributed
- Resource sharing
- computational power
- reliability
- user communication

q no 35 recent technology

1. blutooth

2. wifi
3. tablet
4. notebook laptop
5. touch pad
6. I pad
7. smart phone
8. I pod
9. ultra mobile pc
10. android

q no 36 processing control

- run to run control
- edit checks
- field initialization
- exception
- reasonable verification

q no 37 output control

- logging of sensitive file
- spool
- log
- report distribution and collection
- control over printing
- retention control

Q no 38 database control

1. major report control
    - All

    - Sequence
    - Suspense account
2. major report
    - standing data
    - print run run control
    - print suspense
    - recovery control

q no 39 How credit card is processed?

- Authorization
- Batching
- Clearing
- funding

q no 40 types of smart card

- contact cards
- contact less cards
- combi cards

q no 41 electronic purse

q no 42 all pervasive use of IT

- communication capability
- data and information management
- automated processing

Summary notes

Chapter no 3-Telecommunication & network

Q no 1 what is network?

Q no 2 what are the advantages of network?

Fc road pe radio sunte huye faulty resources share karenge

1. File Sharing –
2. Resource Sharing
3. Shared Databases
4. Internet Access and Security –
5. Fault Tolerance
6. Remote Access

Q no 3 **Telecommunication Network Model**

1. **Terminals**
2. **Telecommunications Processors :**
    - NIC
    - Modem
    - Multiplexeres
    - Internetwork processor
        - ✓ Switch
        - ✓ Router
        - ✓ Hub
        - ✓ Bridge
        - ✓ Repeater
        - ✓ Gateways
3. Telecommunication media

    1.Guided

        Twisted pair
        Coaxial
        Fiber optic

    2.unguided

terrestrial microwaves
radio waves
micro waves
communication satellite
infrared

4. Computers
5. Telecommunication control software

Q no 4 how will you classify network on the basis of network?

Lan WAN MAN

Q no 5 how will you classify network on the basis of function?

Client server peer peer multi tier

Q no 6 how will you classify on the basis of ownership?

Private public VPN

Q NO 7 Characteristics of LAN?

EMAIL = (DES)2

1. EMAIL
2. DISTRIBUTED
3. DATABASE MANAGEMENT
4. EXPANSION
5. ORG. BENEFITS
6. SECURITY
7. SOFTWARE

Q NO 8 what are the types of client/

Fat thin hybrid

q no 9 what is the difference client and server?

Client server

Q no 10 what are the characteristics of C/S architecture?

1.Service:

2.Shared Resources:

3.Transparency of Location:

4.Mix-and-Match:

5.Scalability:

6.Integrity:

Q no 11 what are the advantages of three tier architecture?

Q no 12 what are the multi tier architecture?

One tier two tier three tier

Q no 13 what are the types of topology?

Star bus

Ring mesh

Q no 14 what are the modes of communication?

Simplex half duplex full duplex

Q no 15 what are the transmission techniques?

Circuit message packet

Q no 16 difference between

Serial parallel

Q no 17 difference between

Asynchronous synchronous

Q no 18 types of security

Physical logical

Q no 19 types of threat

Internal	external	structure	unstructured

Q no 20 vulnerabilities

- Software bugs
- Timing windows
- Insecure default
- Bad protocol
- Trusting untrustworthy
- End user

Q no 21 levels of security

- Plan
- Identification of asset
- Evaluation of asset
- Threat
- Probability
- Exposure
- Control
- Report

Q no 22 what are the types of network security techniques?

- Firewall
- Site blocking
- Message authentication
- Intrusion detection

Q no 23 IDS technology

- NID
- HID
- HYBRID
- NNID

Q no 24 difference between

Intranet	extranet

Q no 25 rules of extranet

Fkexible partner ki interesting information internet pe dekhnoko majja ati hai

Q no 26 what are the benefits of e commerce

In new and global market cost of customer and intelligence of overhead are not consider on time it may create ecological quality error

- New market
- Global
- Equal market
- Cost of buyer
- Cost of supplier
- Cost of delivery
- Cost of ad
- Customer involvement
- Intelligence
- Reduced overhead
- Reduced time
- Create new market
- Ecological benefits
- Better quality
- Less error

Q no 27 modes of EFT

PAP KO TRANSFER

P

A

P

TRANSFER

Q NO 28 seven layers of OSI

Q no 29 types of e – commerce

Q no 30 advantages of B 2 C

Q no 31 risk involved of E commerce

Q no 32 what is mobile commerece?

Q no 33 what are the affected by M commerece?

SUMMARY NOTES

CHAP 4

Q.NO 1. What is TPS

- Any software which is helpful for processing the transaction is called TPS
- These systems are useful for processing transaction like sales, purchase, payment etc.
- For bottom level
- Detailed information

Q.NO 2 What are the attributes of TPS?

- Access control
- Equivalence
- High volume
- Trustworthiness

Q.NO 3.Acid test of TPS

- Automacy
- Consistency
- Isolation
- durability

Q.NO 4. What is OAS?

- OFFICE AUTOMATED SYSTEM
- Use of hardware and software to generate, collect, manipulate and relay office information for accomplishing basic tasks of organization

Q.NO 5. What are the examples of OAS?

Tally, excel, word, CCTV, printer, taxbase, biometric device

Q.NO 6. What is MIS?

- It is an extension of TPS
- It is meant for higher level
- Any system which provides following reports
- Key indicator reports
- Exception reports
- Schedule reports

- On-demand reports
- Eg: IRCTC

Q.NO 7 What is the difference between TPS & MIS?

Q.NO 8 What is EIS?

Q.NO 9 What are the components of EIS?

- HARDWARE
- SOFTWARE
- UI
- TELECOMMUNICATION

Q.NO 10 What is ERP?

Q.NO 11 Explain CORE Banking?

Q.NO 12 Various elements of core banking?

- Loan

- New accounts
- cash deposits
- cheques
- calculation of interest
- management of customer accounts
- minimum balance criteria
- interest rates

Maintenance of all banking transaction

Q.NO 13 What is expert system?

Q.NO 14. What are the components expert system

- User
- UI
- IE
- Knowledge base
- Domain expert
- Explanation facility
- Database facts

Q.NO 15. Types of expert system

- Example based
- Rule based
- Frame based

Q.NO 16. What is DSS?

Q.NO 17. Components of DSS?

- User
- UI
- MB
- DB

Q.No 18. What is information system?

Q.no 19. What are the components of information system?

Hardware

Software

Data

People

Q.No 20. What is the role of information system in business?

Q.NO 21. What are the types of information system?

- Strategic level management
- Management level system
- Knowledge based system
- Operational based

Q. NO 22. Who uses information system?

- Strategic level
- Management level
- Knowledge based
- Operational based

Q.NO 23. What is CRM?

Q.No 24. Activities of CRM?

- Customer
- Relationship
- Management

Q.NO 25. Benefits of CRM?

- Connection with customers
- Amalgamation of people
- Loyalty
- Services
- Data collection

Q.NO26. What is SCM?

- When all the supply partners are so co-ordinate to provide right goods to right person at right time at right place

Q.NO 27. Benefits of SCM?

- Time-saving, customer satisfaction, timely supply, less inventory, competitive edge

Q.NO 28. Components of SCM

- Purchase
- Operation
- Distribution
- integration

Q.no 29. Business Intelligence Tools?

- Any system which provides valueable reports to support & improve decision –making is BI

- It is used for faster & relevant decision-making

Q.NO 30. Types of BI tools?

- Simple quering & reporting
- Scorecard
- Dashboard
- Business analysis
- Data mining

INFORMATION TECHNOLOGY

Summary of chp- 5 By Swapnil Patni

Q no 1 what is cloud computing?

- Accessible from anywhere
- No need of purchasing exp. Resources
- Scalable
- Agile
- Pay per use
- Secured
- Anytime
- Eg.

Q no 2 what are the characteristics of cloud?

If you increase the rent and scalable workload of silent tenant they will pay on demand

- Scalable
- Workload
- Resiliency
- Multi tenancy
- Pay per use
- On demand

Q no 3 cloud computing models

- Saas
- Paas
- Iaas

Q no 4 advantages of cloud computing AB QU CA

- Cost efficient
- Unlimited storage
- Back up
- Automatic software integration
- Easy access
- Quick deployment

Q no 5 disadvantages of cloud computing

- Technical
- Security
- Prone to attack

Q no 6 what is boundary control?

- Cryptography
- Pin
- Password
- I cards

Q no 7 data coding error

Addition truncation Transcription Transposition double transposition

Q no 8 batch control

Q no 9 field interrogation

- Valid code check
- Picture check
- Limit check
- Arithmetic check
- Cross check
- Check digit

Q no 10 record interrogation

- Sequence
- Format completeness
- Redundant data checks
- password

Q no 11 introduction of BPA

- Changes the way of doing business
- Faster and reliable
- World has become global village
- No barrier or boundaries
- Products are Available anytime and anywhere
- Google maps

- Selling vegetable online
- Test score through SMS
- Reduced manual jobs
- E filing to govt
- Tax payment online
- E- books
- Due to increased risk appropriate level of control is also required

Q no 12 application that helps organization to achieve BPA

- Tally
- Sap
- Ms office
- Attendance system
- Vehicle tracking system
- Automate toll collection
- Department stores system
- Travel management
- Educational institute management system
- File management system

Q no 13 classification of information is based on the basis of human intervention

Manual computerized

Q no 14 types of delivery

- Delivery channel of information
- Delivery channel of product

Q no 15 delivery channel of information

- Intranet
- Email
- Newsletter
- Notice boards
- Manual, guides
- Staff briefing
- Face to face
- Through social networking

- Through facebook, whats app

Q no 16 delivery channel for product

- From shop
- Home delivery
- Buying from dept. store
- Buying online, getting home delivery, and making cash payment

Q no 17 how to choose delivery channel?

- It should be easier for user
- Understand staff

Q no 18 controls of BPA

CA karte karte duties itni badh jati hai ki hamari authorize physique me error aneke wajah se body invalid ho jati hai…isiliye control karo..

no 19 what are the controls on the basis on time

- Preventive
- Detective
- corrective

q no 20 what is GRID computing

Q no 21 why BPA? C3

- cost saving
- competitive
- fast service to customer

q no 22 objectives of BPA

CIAT