1. Answer all the following questions in brief.
   (i) What do you understand by the term “Business Process Management (BPM)”?
   (ii) Define the term “Input Devices”.
   (iii) Explain the term “Decentralized Computing”.
   (iv) Briefly define the term “Customer Relationship Management (CRM)”.
   (v) Define “Database Controls” in brief. \((2 \times 5 = 10 \text{ Marks})\)

2. (a) As an Auditor, discuss how the Information Technology plays an important role while performing their tasks. \((4 \text{ Marks})\)
    (b) Discuss Distribution Resource Planning (DRP) and its objectives. \((4 \text{ Marks})\)

3. (a) What do you understand by the term “Network Topology”? Explain Star and Bus network topologies and mention their advantages and disadvantages. \((4 \text{ Marks})\)
    (b) Discuss Output Controls under Application Controls. \((4 \text{ Marks})\)

4. (a) For any system to qualify as a Transaction Processing System (TPS), transactions made by the system must pass the ACID Test. Discuss the ACID Test in detail. \((4 \text{ Marks})\)
    (b) Discuss the working of a Client/Server Network. \((4 \text{ Marks})\)

5. (a) The System Implementation phase in System Development Life Cycle (SDLC), either involves installation of the new system or conversion of the old system to the new one. Mention the activities carried out under the process of conversion. \((4 \text{ Marks})\)
    (b) To develop security architecture, discuss the constraints that are taken from the characteristics of grid environment and application. \((4 \text{ Marks})\)

6. Write short notes on any four of the following.
   (a) Business functions of the Value Chain
   (b) Object-Oriented Database Management System (OODBMS)
   (c) Network Management
   (d) Data Mining
   (e) MS Office Applications \((4 \times 2 = 8 \text{ Marks})\)

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7. The manufacturing cost of a producing an item depend on its complexity. A company manufactures three different types of item with costs based on the following calculations.

   Item Types 1: Item cost = Parts cost * 2.5
   Item Types 2: Item cost = Parts cost * 3.5
   Item Types 3: Item cost = Parts cost * 5.0

   The company makes 1000 items per day. Considering the item type and parts cost of each item as an input, draw a flowchart to print the item cost for each item. (8 Marks)
SECTION – B: STRATEGIC MANAGEMENT

Question No. 1 is compulsory. Attempt any five questions from the rest.

Time Allowed – 1½ Hours  Maximum Marks – 50

1. (a) You have been hired as a consultant by a company to advise it on factors it need to consider for environmental scanning. Explain briefly these factors. 

(b) “A company should focus on external perspective to define its mission”. Support this statement with reasons.

(c) What steps would you take to construct a “Strategic Group Map’ for an industry?

(d) A Bakery starts producing pastries and other similar products. What type of diversification strategy is being following by it and why?

(e) ‘Determining an appropriate mix of debt and equity in a firm’s capital structure can be vital to successful strategy implementation’. Discuss.

2. (a) State with reasons which of the following statements is correct/incorrect:

(i) Primarily, strategy formulation is an operational process and strategy implementation is an intellectual process.

(ii) Benchmarking and Business Process Reengineering are one and the same. (2 × 2 = 4 Marks)

(b) Explain the meaning of the following concepts:

(i) Joint venture

(ii) Strategic change

(iii) Product development (3 × 1 = 3 Marks)

3. Write short notes on the following:

(a) Production system (2 Marks)

(b) Network structure (2 Marks)

(c) Value Chain (3 Marks)

4. What is Strategic Management? What benefits accrue by following a strategic approach to managing? (7 Marks)

5. What do you understand by the term business? Are business done for profit alone. Explain various objectives of business. (7 Marks)

6. Explain the meaning of the following strategies and also give suitable examples:

(i) Forward Integration

(ii) Backward Integration

(iii) Horizontal Integration

(iv) Conglomerate Diversification

(v) Divestment

(vi) Liquidation

(vii) Concentric Diversification (7 Marks)

7. What is Six Sigma? How is it different from other quality programs? Explain in brief themes of Six Sigma. (7 Marks)