

GUJARAT TECHNOLOGICAL UNIVERSITY**MBA(International Business) – SEMESTER 1 – EXAMINATION – WINTER 2018****Subject Code: 1519307****Date:01/01/2019****Subject Name: Information Technology and Global Business****Time:10:30 am To 01:30 pm****Total Marks: 70****Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

- Q.1 Definitions** **14**
- (a) Hadoop
 - (b) On demand CRM
 - (c) Text Mining
 - (d) Inventory Velocity
 - (e) The Bullwhip Effect
 - (f) Schema
 - (g) Software localization
- Q.2 (a)** Is IT a Strategic weapon or a survival tool for Global business? discuss **07**
- (b)** What major factors are driving the internationalization of business? Explain the global strategy and system configuration. **07**
- OR**
- (b)** Businesses collect millions of pieces of data. Business intelligence provides concrete methods of analyzing exactly what customers want and how best to supply them. Discuss. **07**
- Q.3 (a)** What is Data mining? Where is data mining used? **07**
- (b)** Payment related issues in E-Commerce are increased now days. Explain in terms of mechanism of payment **07**
- OR**
- Q.3 (a)** Explain features and function of E-commerce **07**
- (b)** What is the analytical and operation CRM? Discuss the relationship between both. **07**
- Q.4 (a)** SCM leads the firm either positive or negative direction. What is the problem and solution is associated with supply chain management? **07**
- (b)** Project management is all about strategic planning and process. Explain **07**
- OR**
- Q.4 (a)** Data models or database structures are used to build the conceptual structure or schema of the database. Explain the database concept in brief. **07**
- (b)** Write a brief note on Relational database model and Multi-dimensional model and compare it. **07**

Q.5 Case Study

Organizations are hoarding (over retained data they no longer need. This massive accumulation of unnecessary data results from several technological and organizational factors. From a technology standpoint, the growth of high bandwidth Internet connections and the decrease in the price of hard drive storage gave made it relatively easy and inexpensive to move and store vast amounts of documents and files. From an organizational perspective, few managers are concerned about what is being stored when it seems on the surface to be so inexpensive simply to keep everything. In fact, in most organizations, no one is responsible for limiting the amount of data that is being stored. Business unit managers typically do not see a budget line item for all of the cost associated with unused or unneeded data, so they do not make it a management priority- at least, not until huge amounts of corporate data are involved in a legal matter or a government investigation. Although storing vast amounts of hoarded data seems to have little or no cost, this is not really the case. Hoarding data actually involves significant costs. These costs fall into three broad categories: infrastructure costs; hidden cost and legal compliance and regulatory costs.

Infrastructure cost: when companies closely analyze their data, they typically find that 80 percent of their ostensibly “active” files and folders have not been accessed for three to five years. This situation results in unnecessary IT expenditures for electronic data storage, disaster recovery and data migration as old servers and systems are retired. Some organizations also have tens of thousands of backup taped in storage many of which are essentially useless. Nevertheless, they are generating storage fees and excess costs if they are included in the discovery process for litigation

Hidden costs: other costs associated with unnecessary data hoarding are hidden – out of sight, and out of mind. One all-too common example of hidden costs is lost productivity when employees have to search through volumes of unused and unwanted materials to find the Information they need.

Legal, Compliance and Regulatory costs: the largest costs of over-retained data frequently arise when a company becomes entangled in legal actions. In these scenarios, the court issues a legal hold for all data pertaining to the matter. A legal hold requires an organization to preserve all relevant information when litigation is reasonably anticipated. A company cannot dispose of any relevant data after the hold is issued. In essence, the legal hold supersedes the company’s right to dispose of information that is not required for any specific operational or regulatory requirements. The process of examining a company’s data to find if they are pertinent to legal case is called discovery.

The discovery process can be extraordinary expensive. In many cases, companies must hire attorneys to examine data files to determine whether they are pertinent to discovery requests or subpoenas. Even if companies use electronic discovery software, the costs are still substantial. For example, although an e-discovery company, Blackstone discovery, helped one company firm still incurred those costs. The key point here is that if the company has disposed of the data before the legal matter arose, these costs would have been substantially lower. As this example illustrates, companies should proactively and appropriately dispose of unnecessarily hoarded data.

In addition, companies increasingly must adhere to state privacy legislation that requires them to notify state officials and implicated state citizens if private information such as social security numbers or credit card numbers is breached or disclosed. For example, Belmont bank in Massachusetts discovered that a backup tape had been left on a table and disposed of by the cleaning crew. . it

appeared that the tape had been incinerated and therefore was not actually disclosed to any third parties. Nevertheless, the bank had to pay a \$7,500 civil penalty.

Companies also incur costs when legal problems arise from incidents involving the actual loss of credit card information. Security experts estimated the cost of the Target breach to exceed \$1 billion. Obviously, hackers and thieves cannot take what organizations no longer possess. One excellent protection against a breach is to dispose of data as soon as they are no longer for business purposes or legal matters.

- (a) Are there any advantages to over retaining data? Support your answer. **07**
- (b) Storage media are becoming much cheaper, with increasing capacity. Would it be easier and cheaper to over-retain data than it would be to pay employee hire an outside expert to oversee this process? **07**

OR

- (a) Data are huge when it comes to understanding customer patterns. The more data you have, and the more analysis you are able to do, the better you will understand what makes customers tick. **07**
- (b) What do you think about all three costs given in case and discuss its impact on business? **07**