

EXAM-DAY · 90-MIN REVISION CARD

## Emerging Modes of Business

Print this · Fold it · Carry to the exam-hall gate · Revise once · Then walk in.

### FORMULAS & KEY RESULTS

e-business = e-commerce +  
intra-firm processes + customer  
service + collaboration

e-commerce = buying + selling  
over the net

e-trade = online transaction  
only (narrowest)

Scope of e-business: B2B +  
B2C + C2C + C2B + intra-B

Online transaction =  
Registration → Order →  
Payment → Delivery

4 Resources of e-business =  
Hardware + Software + Internet  
+ Payment gateway (+ Security)

Outsourcing = BPO (process) +  
KPO (knowledge)

Security tools = Firewall +  
Encryption + Digital signature +  
SSL

### TOP 5 PYQ PATTERNS

#### 1 Difference between e-business and traditional business (table)

5 marks · 90% of years

Always tabulate — examiners reward visual  
contrast over prose

#### 2 Benefits / limitations of e-business

4 marks · 85% of years

Memorise 4 benefits + 4 limitations with one-line  
example each

#### 3 Stages of online transaction

3 marks · 75% of years

Use 4-step arrow diagram: Register → Order → Pay  
→ Deliver

#### 4 BPO vs KPO distinction

4 marks · 70% of years

Three-row table: nature, skill, value addition

#### 5 Outsourcing — benefits + concerns

6 marks · 65% of years

3 benefits + 3 concerns balanced; close with  
sweatshop/ethical caveat

### 90-MIN REVISION FLOW

#### 0-15 min

Read NCERT pages 117-128 —  
highlight definitions of e-business, e-  
commerce, e-trade, BPO, KPO

#### 15-30 min

Draw the 5 diagrams from skeletons  
(hierarchy, scope wheel, transaction  
flow, BPO-KPO ladder, security  
stack)

#### 30-50 min

Write out 4 benefits + 4 limitations  
of e-business with one-line  
examples; do the same for  
outsourcing

#### 50-70 min

Practice 2 past-paper 5-mark  
questions (difference table + BPO/  
KPO) using topper templates

#### 70-85 min

Attempt the 15 drill MCQs + flag the  
3 you found hardest

#### 85-90 min

Re-read the misconceptions list —  
these are the silent mark-killers

**Confidence, not anxiety.** You've practised this all year. Trust your steps. Don't change strategy on exam morning.  
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