First Semester MBA Degree Examination, December 2011
Management Information Systems

Time: 3 hrs.   Max. Marks:100

Note: *1. Answer any FOUR full questions from Q No. 1 to 7.*
2. Q. No. 8 is compulsory.

1 a. List the reasons why information systems are so important for a business, today.   (03 Marks)
   b. What are the various functions of MIS? How do MIS differ from TPS? Discuss briefly.
                                                                                                    (07 Marks)
   c. What do you mean by enterprise management systems? Discuss with the help of a neat sketch, the various component of EMS.   (10 Marks)

2 a. List the various attributes, that influence and quality of information.   (03 Marks)
   b. List the various characteristics of MIS. Explain briefly any four characteristics.   (07 Marks)
   c. With the help of a neat sketch, discuss the waterfall model and spiral model of system development. Also mention their merits and limitations.   (10 Marks)

3 a. Differentiate between system software and application software.   (03 Marks)
   b. List the benefits and challenges of Wi – Fi systems.   (07 Marks)
   c. Discuss in detail, human resource information system. Clearly mention the information flow, input and output details of the system.   (10 Marks)

4 a. What functions TPS do in a business organization? Give an example.   (03 Marks)
   b. Discuss three kinds of evaluations that are the part of the feasibility study, in the choices of IT system.   (07 Marks)
   c. What is network topology? With the help of a neat sketch, discuss star, bus and ring type of networks.   (10 Marks)

5 a. What do you mean by data flow diagram (DFD)? What are the objectives of it?   (03 Marks)
   b. Differentiate between customer relationship management (CRM) and supply chain management (SCM). Also discuss how SCM provides value to the business.   (07 Marks)
   c. Identify and describe three levels of the organizational hierarchy. Discuss with the help of a neat sketch, which types of information systems serve at each level.   (10 Marks)

6 a. What is a hacker? How do hackers create security problems and damage the system?
                                                                                                    (03 Marks)
   b. What are the factors that influence the choice of information technology as a strategic decision.   (07 Marks)
   c. Discuss briefly the major types of systems in the organization. Also, with the help of neat sketch, show the relationship between them.   (10 Marks)

7 a. List the challenges in the implementation of ERP.   (03 Marks)
   b. Discuss he factors and requirements to be considered while designing an MIS for a typical bank.   (07 Marks)
   c. Discuss the defense strategies and controls that an organization may implement to provide security of IS.   (10 Marks)

8   Case Study :

M/s Apekshith Indian Travelers, is a transport company having 320 vehicles and provides private taxis, cars, cabs and buses on hiring basis. The company also provides regular vehicle and trip services to IT and BPO centers. The company is also involved in courier services and cargo business. In addition to the above, the company is now tied up with a manufacturing company for shipment of their goods. The client company has a strict monitoring system on dispatches. Any relay in reaching the goods to the customer, the client company will imply penalty. The company has all the details of destinations and approximate shipment requirements.

The major activities of the M/S Apekshith Indian Travelers include ; booking of the vehicles for trip, decisions of the route of vehicles, shipment decisions, reimbursement to drivers, testing and maintenance of vehicles, vehicle insurance, payments, billing of clients, periodic payments, monitoring of vehicles, fuel charges and payments to Indian oil corporation dealer and marketing of the company etc.

Answer the following questions :

a.   Discuss the need for the information system to the above business.
b.   What are the inputs and outputs expected from the system?
c.   What kind of information system do you suggest to the company? Justify your answer.
d.   If M/S Apekshith Indian Traveler establishes geographical based branches, what kind of network system do you suggest? Justify your answer.   **(20 Marks)**

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