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First Semester MBA Degree Examination, June/July 2011
Management Information Systems

Time: 3 hrs.

Max. Marks:100

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

- 1 a. Define DSS. (03 Marks)
b. Explain the characteristics of MIS. (07 Marks)
c. Explain waterfall and spiral model of system development, with a neat diagram. (10 Marks)
- 2 a. What do you understand by the term hacking? (03 Marks)
b. Enumerate star, ring and bus network topologies. (07 Marks)
c. Briefly explain various types of information system. (10 Marks)
- 3 a. Differentiate data and information. (03 Marks)
b. Explain the application of MIS in service organization. (07 Marks)
c. What is DBMS? Explain the fundamental three data base structures. (10 Marks)
- 4 a. What is SCM? (03 Marks)
b. How GDSS can enhance group decision making? What are the limitations of GDSS? (07 Marks)
c. Explain components of information system, with a neat diagram. (10 Marks)
- 5 a. Define system analysis. (03 Marks)
b. Define software. Explain the types of software. (07 Marks)
c. What is an expert system? Explain the functions of ES, with a neat diagram. (10 Marks)
- 6 a. What is ERP? (03 Marks)
b. How does IT support supply chain? Explain briefly. (07 Marks)
c. Explain the application of LAN, WAN with respect to services industry. (10 Marks)
- 7 a. What is business process reengineering? (03 Marks)
b. Write a short note on internet, intranet and extranet. (07 Marks)
c. Describe the components of enterprise management system. (10 Marks)

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CASE STUDY (Compulsory)

A book house offers books on various subjects in science and technology. The owner of the book house maintains inventory of Rs.20 L or more. It is observed that there are some slow moving titles since last year, which result in dead stock to clear this dead stock, a reduction sale was organized. The revenue generated out of this sale was less than the list price. During last year, inventory carrying accounts for interest cost. The owner is interested to computerize to avoid such loss in future. The existing monthly stock report provides a stock statement by titles. It gives status of opening balance, receipts, sales and balances.

Questions :

- a. Evaluate existing system. (05 Marks)
- b. Explain information needs to design suitable MIS. (05 Marks)
- c. Advice various output requirement, so that reports can be useful to control the business. (05 Marks)
- d. Suggest new technologies to coordinate stocking, billing, accounting and decision making. (05 Marks)

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Important Note : 1. On completing your answers, compulsorily draw diagonal cross lines on the remaining blank pages.
2. Any revealing of identification, appeal to evaluator and /or equations written eg. 42+8 = 50, will be treated as malpractice.

