



JK Lakshmipat University, Jaipur
Institute of Management
END TERM EXAMINATION
(April 2018)

BBA/B.Com (H) – Sem IV
MM: 50 Marks

Course: Information System Fundamentals
Time: 3 Hours
Course Code: IT12

Instructions: Attempt any three questions from Section A. Section B is compulsory.

SECTION A

1. “Information, which was once considered as a necessary evil, has become a strategic necessity for organizations”. Discuss the above statement from the perspective of evolution and changing role of information systems. (10 marks)
2. Enumerate the six strategic business objectives and explain how information systems help organizations achieve them? Illustrate your answer with suitable examples. (10 marks)
3. Differentiate between ERP, SCM and CRM systems. How do these systems add value to the organization employing them? Give appropriate examples. (10 marks)
4. Differentiate between the following in the context of information systems: (10 marks)
 - a) Big Bang vs Phased Implementation
 - b) Best Practices vs Best of Breed Approach
 - c) Modularization vs Federalization
 - d) Corrective vs Adaptive Maintenance
5. What are programmable and non-programmable decisions? Explain with examples. Also describe Simon’s decision making model and explain the use of Decision Support Systems at various stages of the decision making process. (10 marks)

SECTION B

6. You are a part of the implementation team that has been given the task of implementing ERP system in an organization. The organization till now has experience only with Financial Accounting software and some (6 marks)

departmental-level computer applications but then these applications are neither generating the desired reports in a timely manner nor are the reports consistent. Moreover, certain types of reports, which are necessary for decision making, are always missing.

Considering the various stages of ERP implementation life cycle, answer the following questions along with suitable justification:

- i) How will you select the ERP vendor for the organization?
- ii) What will be the role of departmental heads and end users in the implementation exercise?
- iii) If you come to know that a business process is carried out differently on the ERP system than the way your organization has been performing it till now, how would you resolve the difference?
- iv) How will you ensure that users accept and use the ERP systems, even if it needs learning new ways of working?
- v) Out of the two implementation approaches, (big-bang and phased-implementation) which one will you advocate and why?
- vi) How will you handle the employees who always complain that the ERP system is simply a waste of time and not worth the cost and efforts?

7. "Use of IS/IT also results into emergence of various social and ethical issues". Identify at least three such issues and suggest your ways of handling them. (6 marks)

8. Briefly explain the business applications of following technologies: (8 marks)
(Avoid defining these technologies)

- i) Data Mining
- ii) Internet of Things
- iii) Cloud Computing
- iv) Artificial Intelligence

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