

JK LAKSHMIPAT UNIVERSITY, JAIPUR

INSTITUTE OF ENGINEERING AND TECHNOLOGY

End Term Examination (Regular/Backlog), November 2016

B. Tech. in Computer Science & Engg. , Semester V

Roll No.....

CSE521: Management Information System

Time: 3 hours

Max. Marks: 100

Instructions to students:

1. Do not write anything other than your roll number on question paper.
2. Assume suitable data wherever required and mention it clearly.
3. Writing appropriate units, nomenclature, and drawing neat sketches/schematics/ flow chart wherever, required are an integral part of the answer.

Q.1A Attempt all questions (10 questions @ 1 mark)

10

- i. Which of the following is requirement to develop a successful management information system?
 - (a) a staff of technical specialists with the skills necessary to develop the computer based parts of the system
 - (b) the development of a short-range goal for the system
 - (c) a commitment from management to allocate the personnel and resources necessary to get the job done
 - (d) All of the above
- ii. The online, softcopy display of a customer's charge account to respond to an inquiry is an example of
 - (a) regularly scheduled report (b) on-demand report (c) forecasting report (d) none of the above
- iii. A characteristic of an MIS is
 - (a) user-oriented information
 - (b) restrictions on the system's size to inhibit future growth
 - (c) priority for data handling over the output of decision-oriented information
 - (d) all of the above
- iv. A company regularly updates user reference guide. Some staff are confused about which of the printed document is the most current. What feature should be included in the reference guide to eliminate this confusion?
 - (a) Data printed (b) Version number (c) Author name (d) copy right information
- v. is the encompassing term that involves the use of electronic platforms - intranets, extranets and the internet - to conduct a company's business.
 - (a) E-commerce (b) E-marketing (c) E-procurement (d) E-business
- vi. Which of the following is part of the decision-making process?
 - (a) problem recognition (b) problem identification (c) alternative selection (d) all of the above

vii.	In management information system which is the correct order of the reference of activities that the manager processes? (a) Planning, organizing, staffing, directing, coordinating, controlling (b) Planning, staffing, coordinating, organizing, directing, controlling (c) Planning, organizing, staffing, coordinating, controlling, directing (d) None of the above
viii.	 is a graphical representation of the flow of data through a computer system.
ix.	A is a formalized computer information system that can integrate data from various sources to provide the information necessary for management decision making.
x.	 are knowledge-based systems to which present rules are applied to solve a particular problem.

Q.2	Short answer type questions (4 questions @ 2.5 marks)	10
i.	How should information technology be managed?	
ii.	What is Enterprise Management System?	
iii.	Explain the role of information system for Business operations and managerial decisions.	
iv.	Define business problems. How can information system solve the business problem?	
Q.3A	Explain the concept of Management information system (MIS). What is the need of MIS for managers?	05
Q.3B	Differentiate between data and information with example. Also define in your own words "Need of Information".	05
Q.4A	A major function of an information system is to provide the people within an organization with information to assist the decision making process. Discuss the theoretical foundation of each of the following three factors which should be taken into account when designing an information system. • Timeliness of information • Retrieval and presentation of information • Centralized and decentralized information stores	05
Q.4B	Explain decision-making process. What are the problems that we face while making a decision?	05
Q.5A	What is E-commerce process model? Explain categories of E-commerce process model.	05
Q.5B	Define and differentiate Internet, Intranet and Extranet. How can the Internet technologies be involved in improving the process in each of the functional area of business?	05
Q.6A	You have been appointed as Project Manager for a large hotel company which is opening a new hotel at a new holiday destination resort. Although they have an existing system used in their other hotels, a completely new system will be required to deal with room reservations and bookings for customers. It will	05

need to provide an on-line (web-based) enquiry system as well as handling guests' reservations, guests checking in/out and payments.

- Draft a Context and High Level Dataflow Diagram depicting the main processes, data stores and external entities.

Q.6B Information can be classified in to various categories depending on the purpose intended. Within a typical commercial or industrial organization one possible scheme provides for three-way classification: planning, operating, and control information. Studies in such organizations show that there are many difficulties associated with the production and use of information, particularly that relating to planning and control, and that in extreme cases the information produced by formal management information system is virtually ignored by managers.

You are required to:

- Describe the characteristics of each of the three information classifications given above.
- Discuss the difficulties associated with the production and use of planning and control information.

OR

Q.6B In following organization, identify 'Action-Vs-No-action' information and 'Recurring-Vs-Non-recurring' information at operational level.

- Chain of grocery stores
- Life Insurance Corporation of India

Q.7A Identify data processing, transaction processing, functional performance processing and decision support system in following organization.

- Online loan application processing system
- Shopper stop/Mall

Q.7B Which structural organizational change method would you prefer: Automation, Rationalization, Reengineering, and Paradigm shifts? Explain your reasoning.

OR

Q.7B How can a company use change management to minimize the resistance and maximize the acceptance of changes in business and technology? Give examples.

Q.8A Explain what is the nature of impact of SAP-ERP and MIS on the following?

- People organisation
- Customer relations
- Inventory
- Customer service level
- Business Processes

Q.9A Explain the core role and purpose of Enterprise Resource Planning, Supply Chain Management and Customer Relationship Management solutions in management of E-enterprises.

Q.9B What are several business decisions that you will have to make as a manager that have both ethical and I.T dimensions? Give examples to illustrate your answer. 10

OR

Q.9B What can be done to improve the security of business uses of the internet? Give several examples of security measures and technologies you would use. 10