

2207M058

MBA

Subject: Management Information System

Subject Code: CSE-804

Semester: Second

July 2022

Theory (External): 70 Marks

Time: 03 Hours

Instructions to the Students

1. This Question paper consists of two Sections. All sections are compulsory.
2. Section A comprises 10 questions of objective type in nature. All questions are compulsory. Each question carries 2 marks.
3. Section B comprises 8 essay type questions out of which students need to do any 5. Each question carries 10 marks.
4. Read the questions carefully and write the answers in the answer sheets provided.
5. Do not write anything on the question paper.
6. Wherever necessary, the diagram drawn should be neat and properly labelled

Roll Number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

SECTION –A (SHORT/OBJECTIVE TYPE QUESTIONS)

(10x2=20 Marks)

- A. Management information systems (MIS)
- Development and share documents that support day-today office activities.
 - process business transactions (e.g., time cards, payments, orders, capture and reproduce the knowledge of an expert problem solver.
 - Use the transaction data to produce information needed by managers to run the business
 - none of the above
- B. Which one is the organizations Back Bone?
- Capital
 - Employee
 - Management
 - Information
- C. Short form of AI
- Artificial information
 - Artificial intelligence
 - Artificial integration
 - None of the above
- D. Using business performance management software to monitor performance _____
- Reduces costs.
 - Adds value.
 - Manages risks
 - Create a new opportunity.
- E. What is the primary outcome of web self-services that is offered by the bank for customers?
- Reduces costs.

- b. Manages risks.
 - c. Adds value.
 - d. Creates a new opportunity.
- F. The DBA is
- a. a computer device
 - b. a person
 - c. a communication technique
 - d. All of the above.
- G. For a web site, _____ is not a type of navigation system.
- a. Local
 - b. Regional
 - c. National
 - d. Global
- H. Information is produced by processing data from which of the following sources:
- a. Data provided by higher level of Management
 - b. Data provided by lower level of Management
 - c. Internally generated data
 - d. All of the above
- I. The strategic role of information systems involves using information technology to develop products, services, and capabilities that give a company major advantages over the competitive forces it faces in the marketplace. How is this accomplished?
- a. Through a strategic information architecture.
 - b. Through competitive forces.
 - c. Through knowledge management.
 - d. All of the above.
- J. Which one of the following statements would not apply to the concept of business process reengineering (BPR).
- a. BPR is used to achieve improvements in the quantity offered of products and services.
 - b. BPR is used to achieve improvements in the cost of products and services.

- c. BPR is used to achieve improvements in the quality of products and services.
- d. BPR is used to achieve improvements in the speed of delivery of products and services.

SECTION –B (ESSAY TYPE QUESTIONS)

(5x10= 50 Marks)

1. Mention trends in the global business environment that has made information system so important. Also explain which IT Technology affected the type and nature of organisations and how?
2. A waiter takes an order at a table, and then enters it online via one of the six terminals located in the restaurant dining room. The order is routed to a printer in the appropriate preparation area: the cold item printer if it is a salad, the hot-item printer if it is a hot sandwich or the bar printer if it is a drink. A customer's meal check-listing (bill) the items ordered and the respective prices are automatically generated. This ordering system eliminates the old three-carbon-copy guest check system as well as any problems caused by a waiter's handwriting. When the kitchen runs out of a food item, the cooks send out an 'out of stock' message, which will be displayed on the dining room terminals when waiters try to order that item. This gives the waiters faster feedback, enabling them to give better service to the customers. Other system features aid management in the planning and control of their restaurant business. The system provides up-to-the-minute information on the food items ordered and breaks out percentages showing sales of each item versus total sales. This helps management plan menus according to customers' tastes. The system also compares the weekly sales totals versus food costs, allowing planning for tighter cost controls. In addition, whenever an order is voided, the reasons for the void are keyed in. This may help later in management decisions, especially if the voids consistently related to food or service. Acceptance of the system by the users is exceptionally high since the waiters and waitresses were involved in the selection and

design process. All potential users were asked to give their impressions and ideas about the various systems available before one was chosen.

Questions:

- a. In the light of the system, describe the decisions to be made in the area of strategic planning, managerial control and operational control? What information would you require to make such decisions?
- b. What would make the system a more complete MIS rather than just doing transaction processing?
- c. Explain the probable effects that making the system more formal would have on the customers and the management
3. Define MIS? What are the differences between information system & management information system?
4. You are working as a project manager for a small IT consulting firm and have been asked to create a plan for reviewing and auditing completed projects in order to gauge their success. What factors will you use to measure the success of a project? What questions would you ask in order to understand why a project succeeded or failed? Which are the points you consider for information systems plan?
5. Describe different characteristics of Information and its relevance on decision making.
6. What are the different types of databases and network topologies? Explain each in 3/4 meaningful statements/points.
7. Give a discussion on Management information system under system approach?
8. What do you mean by information architecture and information technology infrastructure? Why are they important concerns for managers?

===END OF PAPER===