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B. TECH.

SIXTH SEMESTER EXAMINATION, 2002-2003

INFORMATION SYSTEM

Time : 3 Hours

Total Marks : 100

Note : Attempt **ALL** the questions.1. Answer any **FOUR** of the following :— (5×4=20)

- (a) What is an Information System ? Explain the information system framework for Business Professionals.
- (b) What do you mean by System ? Explain the role of feedback in controlled system.
- (c) What strategic role can Information play in Business process reengineering and Total quality management ?
- (d) What is the concept of Balanced Management Information System ?
- (e) What is effectiveness and efficiency criteria with reference to Information System ?
- (f) Write short notes on the following :—
 - (i) Decision Support System
 - (ii) Geographic Information System

2. Answer any **FOUR** of the following :— (5×4=20)

- (a) What is System Planning ? What planning methods would you use to develop E-Business and E-Commerce ?

- (b) What is Prototyping ? Why do you think that prototyping has become a popular way to develop E-Business application ?
 - (c) What is System Modelling ? Explain various types of system modelling.
 - (d) What do you understand by System Development Life Cycle (SDLC) ? Illustrate your answer with the help of example.
 - (e) Explain Computer Aided System Engineering (CASE) and various types of CASE tools.
 - (f) Write short notes on :
 - (i) Quality assurance
 - (ii) System testing and maintenance
3. Answer any TWO of the following :— (10×2=20)
- (a) Define and differentiate Internet, Intranet and Extranet. Explain with the help of suitable example, the business value of Internet, Intranet and Extranet.
 - (b) Explain the various activities involved in implementing a new system. Give the three most important factors you would use in evaluating Computer Hardware, Software and Services for a system.
 - (c) Information system supports in decision-making and controlling. How ? What are the various functions involved in system management ?
4. Answer any TWO of the following :— (10×2=20)
- (a) What are the various ethical and societal dimensions of E-Business ? Illustrate your

answer with the help of suitable example. Also explain ethical foundation of E-Business.

- (b) What is Disaster Recovery ? Explain the methodology to implement it in any organisation.
- (c) What can be done to improve E-commerce and E-Business security on Internet ? Explain various Artificial Intelligence Techniques that are available to improve computer security and fight computer crimes.

5. Answer any TWO of the following :— (10×2=20)

- (a) What do you understand by Supply Chain Management (SCM) ? What is the SCM functional process ?
- (b) What do you understand by Customer Relationship Management (CRM) ? What is the role and business value of using Internet technology in SCM ?
- (c) Explain, with the help of suitable example, the various techniques involved in Enterprise Resource Planning (ERP) ? Do you agree that “ERP is the backbone of E-Business” ? Why or why not ?