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B. TECH.

SIXTH SEMESTER EXAMINATION, 2003–2004

INFORMATION SYSTEM

Time : 3 Hours

Total Marks : 100

Note : Attempt **ALL** the questions.

1. Attempt any FOUR from question No. 1 :— (5×4=20)
 - (a) Explain how MIS, DSS and EIS are different from each other.
 - (b) What are dynamic systems ? How are they different from cybernetic system ?
 - (c) What are the different components of information system ? How is the relationship between the components so essential ?
 - (d) Describe the types of information needs at the different levels of management.
 - (e) Discuss the enterprise collaborative systems. Also, explain how this system is becoming the need of the present day.

2. Attempt any TWO from question No. 2 :— (10×2=20)
 - (a) Discuss the structure charts. Describe the two strategies for converting 'DFD' to structure charts with suitable illustrations.
 - (b) Describe the various activities performed during system testing.
 - (c) Differentiate between the following :—
 - (i) Decision tree and Decision table
 - (ii) Static and Dynamic testings

(iii) Verification and Validation

(iv) Data store and Data flow

3. Attempt any TWO from question No. 3 :— (10×2=20)

- (a) What is Intranet ? Why is this called the killer application of Internet ? Can intranet have any adverse impact on the business enterprises ?
- (b) What are the unique features of advertising on the Internet ? What strategies would you suggest for a small export house to augment its marketing efforts using Internet ?
- (c) What are the stages or degrees of Internet involvement in a business enterprise ? Identify the business opportunities on the Internet.

4. Attempt any TWO from question No. 4 :— (10×2=20)

- (a) What are the key technological trends that heighten ethical concerns ? What are the differences between responsibility, accountability, and liability ?
- (b) Describe the role of firewalls, intrusion detection systems, and encryption systems in promoting security. Why are digital signatures and digital certificates important for electronic commerce ?
- (c) Explain the vulnerability of 'IT' resources. What are the common computer abuses that damage these resources ?

5. Attempt any TWO from question No. 5 :— (10×2=20)

- (a) What is customer relationship management ? Why is it so important to business ? How do information systems facilitate customer relationship management ?

- (b) Discuss SCM and state how technology platform shifts have made supply chain 'IT' systems more effective.
- (c) Explain the concepts of ERP, extended ERP and web enabled ERP. Also, discuss some basic features needed for accurately modelling of supply chain constraints and optimization of resources which are usually lacked by ERP packages.