(2)

| (Following Paper ID and Roll No. to be filled in your Answer Book) | |
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| **PAPER ID : 1035** | Roll No. |

## B.Tech.

### SIXTH SEMESTER EXAMINATION, 2004-2005

### INFORMATION SYSTEM

*Time : 3 Hours*                                    *Total Marks : 100*

**Note :**   (i)   *Attempt **ALL** the questions.*

(ii)   *All questions carry equal marks.*

1.   Answer *any four* of the following :                    (5x4=20)

(a)   What do you mean by Information System ? Why is it a major functional area of business administration ?

(b)   What do you understand by system's approach to problem solving ? Explain.

(c)   Can a business process be reengineered without the support of Information Technology ? Explain.

(d)   Explain the importance of efficiency and effectiveness criteria in an organisation.

(e)   Explain the fundamentals of information system concepts.

(f)   Why businesses need Information Technology ?

2. Answer *any four* of the following :                    (5x4=20)

(a) What is Prototyping ? Why do you think prototyping has become a popular way to develop new computer based information system ?

(b) What do you understand by SDLC ? Explain with example.

(c) Explain Computer Aided System Engineering and various types of CASE tools.

(d) What is System Modelling ? Explain various types of system modelling.

(e) What do you mean by feasibility study ?

(f) What are the different activities of system design process ?


3. Answer *any two* of the following :                    (10x2=20)

(a) 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.

(b) Give some business applications of the Internet. What business value do companies derive from their business application on the Internet ?

(c) What do you mean by enterprise collaboration systems ? Depending on the type of business list five groupware tools you feel essential for any business to have today.

4. Answer *any two* of the following : (10x2=20)

   (a) Discuss various security and ethical challenges as faced by MIS manager.

   (b) What is a Management Information System ? Distinguish between Information System and MIS.

   (c) What can be done to improve E-commerce and E-Business security on Internet ?

5. Answer *any two* of the following : (10x2=20)

   (a) ERP is the backbone of E-business. ERP is a business operating system, the equivalent of the windows operating system for back-office operations. Comment.

   (b) What do you mean by Supply Chain Management ? What is the SCM functional process ?

   (c) List the major application components of CRM. Why are the businesses turning to CRM as a major customer centric business strategy ?

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