Or

Some have said that the best way to reduce system development costs is to use application software packages or fourth generation tools ? Do you agree ? Why or why not ?

6. Why does the ERP installation and testing of systems requires that experts be involved ? Why does the implementation of so many ERP systems face severe challenges or totally fail ?

Or

What are the typical components of ERP system ?

7. SDLC is usually recommended for developing an IS that will be interfaced to other ISs. Give two examples of an IS that is interfaced with at least two other Iss.

Or

What are the goals of security measures for Information System ? Explain.

M.B.A.

(Semester-III) Theory Examination, 2011-12

MANAGEMENT INFORMATION SYSTEM

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

Note : Attempt questions from all Sections as per directions.

Section-A

This question consists of ten short-answer subquestions of 2 marks each, to be answered in about 75 words each.   2×10=20

1. (a) What is an Information System ? What activities does it perform ?

(b) What is the difference between data and information ?

(c) What are the characteristics of MIS ?

(d) Discuss in brief the various types of information system.

(e) Describe the various components of an information system.

(f) What are the functions of DSS?

(g) What is customer relationship management?

(h) What is the role of ERP?

(i) Describe the information system supporting the major business functions.

(j) Evaluate the impact of information system on organizations.

Section-B

Attempt any *three* parts in 100–200 words each. 10×3=30

2. (a) How information technology can help a company to be an agile competitor with the help of customers and business partners?

(b) How can transaction processing systems play a strategic role in gaining competitive advantages for a business?

(c) What is the difference between the ability of a manager to retrieve information instantly on demand using an MIS and the capabilities provided by a DSS?

(d) What are the components of CRM framework?

(e) Discuss the steps of ERP implementation.

Section-C

This section consists of *five* long-answer questions of 10 marks each, to be answered in 300 to 500 words each.   10×5=50

3. Define MIS and explain in brief components of MIS.

Or

What is the difference between Decision Support System (DSS) and a Management Information System (MIS)?

4. What should an information system achieve for an organization in order to be considered a strategic information system?

Or

What is reengineering ? What does it have to do with IT?

5. Why is selecting a system development approach an important business decision ? Who should participate in the selection process?