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T.E. (Computer Engineering) Sem - II

MANAGEMENT INFORMATION SYSTEMS

(2003 Course)

Time : 3 Hours]

[Max. Marks : 100

Instructions to the candidates:

- 1) Answer three questions from each section.
- 2) Answers to the two sections should be written in separate answer books.
- 3) Neat diagrams must be drawn wherever necessary.
- 4) Figures to the right indicate full marks.
- 5) Assume suitable data, if necessary.

SECTION - I

- Q1) a) Define information and information system. Enlist various types of information systems and compare them. [9]
- b) What is manager? Enlist major functions of manager. How does manager deal with different levels of management? [8]

OR

- Q2) a) How can use of Information Technology (IT) help a manager in execution of tactical and strategic management functions? [9]
- b) What are different models of organization structure? Which is the model suitable to IT industry? Why? [8]

- Q3) a) Explain different business processes in manufacturing company for automobiles with suitable example. [9]
- b) What is human capital? Why is Human Resource Management (HRM) considered as an important element in Information Technology (IT) sector? [8]

OR

- Q4) a) Explain the importance of MIS in telecom industry. [9]
- b) What is on-line transaction processing system? Explain its usage in banking sector. [8]

- Q5) a) What is ERP? What kind of resources do ERP systems need to manage? [8]
- b) What are the major criteria for selection of ERP packages? Explain it with suitable examples. [8]

OR

P.T.O.

- Q6) a)** What is call center? What are the different activities performed in the call center? [8]
b) What is BPO? How does BPO sector support functions of other industries? [8]

SECTION - II

- Q7) a)** Explain the process of payment making in e-commerce with suitable examples and a focus on its security. [9]
b) What is supply chain management? How can it affect the way companies do their business? [8]

OR

- Q8) a)** What is CRM? How does it support global businesses? [9]
b) Explain the functions and outcomes of integrated e-commerce business. [8]

- Q9) a)** Define DSS. What are the limitations of DSS? [9]
b) Explain any application of DSS in details. [8]

OR

- Q10)a)** Explain knowledge-based expert system with a proper example. [9]
b) Can expert system have any role in ERP? Why? [8]

- Q11)a)** How can globalization process affect design of MIS? [8]
b) What are the health issues involved in use of IT products? How do we deal with them? [8]

OR

- Q12)a)** Discuss about cyber crimes involving financial frauds. How can one deal with such crimes? [8]
b) How is biometric security beneficial? Explain it with a suitable example. [8]

