



T.E. (Information Technology) (Semester – II) Examination, 2010
(2003 Course)

MANAGEMENT INFORMATION SYSTEMS

Time : 3 Hours

Marks : 100

- Instructions :** 1) Answers to the two Sections should be written in separate sheet.
2) Use of logarithmic tables, slide rules and electronic pocket calculator is **allowed**.
3) Neat diagram must be drawn **wherever** necessary.
4) Black figures to the **right** indicate **full** marks.
5) Assume suitable data, **if necessary**.

SECTION – I

1. a) What is Information System ? Explain various activities performed in information system. 8
b) What is organization behaviour ? Write importance of Organizational Culture and Organizational Power in an organization. 8

OR

2. a) Explain the basic model of organizational structure. Comments on its span of control. 8
b) MIS creates a impact on the organizational function, performance and productivity. Justify with suitable example. 8
3. a) Explain role and applications of MIS in insurance industry. 8
b) What are the major tasks performed by Personal Management System ? What are the various subsystems a Personal Management System uses to perform those tasks ? 8

OR



4. a) What is service ? How Information Systems helps in Hotel services ? 8
- b) What is production system ? Explain how Information Systems supports detail working of the operation, allocation and planning of production management. 8
5. a) What is Business Process Outsourcing ? Write importance challenges in BPO management. 8
- b) With suitable diagram explain Enterprise Management System. 10

OR

6. a) What is Information Technology Architecture ? Explain with suitable examples. 8
- b) Explain tangible and intangible benefits of using an ERP system for an organization. 10

SECTION – II

7. a) Explain how do organization implement the change required using IT to transform organization and create new structure. 8
- b) Explain various models used in e-commerce. Also explain various resources required for setting e-commerce firm. 8

OR

8. a) How Web Management Service helps companies to manage their e-business infrastructure much more effectively ? 8
- b) What is CRM ? Write the challenges and trends in Customer Relationship Management. 8
9. a) What is decision ? Discuss the relevance and role of MIS in various phases in decision making. 8
- b) What is data warehouse and how it is useful in managerial decision making ? 8

OR



10. a) Explain Simon's model of decisions making. Also explain main features of DSS. 8
- b) Explain major activities of Geographic Information System. Also explain how GIS is used for DSS. 8
11. a) What is hacking ? How encryption is used as a tool for security management ? 6
- b) Explain potential security problems in increasing use of intranets and extranets in business. 6
- c) What is biometric security ? Explain the benefits of biometrics security over traditional security methods. 6

OR

12. a) What is information system security ? Write the basic objectives of information system security. 6
- b) Distinguish between computer crime versus computer abuse. Give examples to explain your answer. 6
- c) What are major business drivers for global (IT) Information Technology ? 6
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