



[3763] – 198

T.E. (Computer Engineering) (Semester – II) Examination, 2010
MANAGEMENT INFORMATION SYSTEMS
(2003 Course)

Time : 3 Hours

Marks : 100

Instructions: 1) Answer 3 questions from *each* Section.

2) Answers to the *two* Sections must be written on *separate* answer books.

3) Assume suitable data if *necessary*.

4) Draw sketches *wherever* necessary.

5) Figures to the *right* indicate *full* marks.

SECTION – I

1. A) What is information system ? Explain various types of information systems with suitable examples. 9

B) What are the different levels of management ? Why does a manager need to understand these levels of management ? 8

OR

2. A) How does the use of Information Technology (IT) support business operations and decision-making in a telecom service provider company ? 9

B) What are different models of organization structure ? Which is the model suitable for IT sector ? 8

3. A) What is human resource management (HRM) ? What are the major differences between HRM in IT and other sectors ? 9

B) Explain different business processes in banking systems used by leading banks. 8

OR

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4. A) Explain the importance of MIS in education sector. 9
- B) Differentiate between service and product. What is distinctive service ? 8
5. A) What is ERP ? What resources do ERP systems manage ? 8
- B) What are major benefits of implementing ERP systems ? Explain it with suitable examples. 8

OR

6. A) What is call center ? What are the different activities performed in the call center ? 8
- B) What is BPO ? What are processes that can be outsourced ? Give a classification of BPOs. 8

SECTION – II

7. A) How can you differentiate online e-commerce applications from other online applications ? Explain it with suitable examples. 9
- B) What is CRM ? Explain different phases of CRM. Give benefits of CRM. 8

OR

8. A) Discuss the role of supply-chain management in automobile sector. 9
- B) Explain the challenges faced by integrated e-commerce business in Indian environment. 8
9. A) What is DSS ? Compare DSS with ERP and MIS. 9
- B) Discuss in details any application of DSS. What are modern techniques used in design of DSS ? 8

OR



10. A) Explain knowledge-based expert system with a proper example. 9

B) Why do expert systems fail ? What are their limitations ? 8

11. A) What are the legal issues involved in use of IT products ? How do we deal with them ? 8

B) What are major business drivers for global IT ? 8

OR

12. A) Explain the need for information security ? Explain what measures we can take to stop computer crimes ? 8

B) Discuss limitations of biometric security. Which is the technique best suited for financial transactions ? 8

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