P2287

[4758]-107

T.E. (Information Technology)

MANAGEMENT INFORMATION SYSTEMS

(2008 Course) (Semester - II)

Time : 3 Hours]   *[Max. Marks :100*

Instructions to the candidates:

1) *Attempt three questions from each section.*

2) *Answers to two sections must 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) Why do we need information systems? Describe the components and resources of an information system. **[9]**

b) Explain various types of information systems. **[9]**

OR

Q2) a) What are the functions that a manager performs for an organization? **[9]**

b) Explain how a company can use information system to improve its core competencies. **[9]**

Q3) a) Explain the concept and benefits of decision support system. **[8]**

b) Which are the different decision making tools? Explain any three in details. **[8]**

OR

Q4) a) Which are the different analytical modeling techniques used by DSS? **[8]**

b) Explain the concept of data warehousing. Discuss the need of data warehousing in modern business. **[8]**

Q5) a) Explain e-commerce systems. Explain different models of e-commerce. **[8]**

b) Explain importance and need of m-commerce. **[8]**

OR

Q6) a) Write the challenges of CRM. **[8]**

b) What are the trends in supply chain management? **[8]**

SECTION - II

Q7) a) Explain the applications of MIS in manufacturing sector with its approach to the application development. **[9]**

b) Explain various stages in providing services to customer. What are features of services? **[9]**

OR

Q8) a) How transaction processing system works for business organization? Write features of TPS. **[9]**

b) Explain cross functional enterprise systems architecture in detail. **[9]**

Q9) a) MIS plays a crucial role in enterprise management system. Explain. **[8]**

b) Write features and benefits of ERP. **[8]**

OR

Q10) a) Explain IT enabled services in details. **[8]**

b) Write in detail classification of call centers. **[8]**

*Q11)*a)   What is software piracy? What steps will you take to stop this piracy?**[8]**

b)   What is hacking? List different hacking tactics.   **[8]**

OR

*Q12)*a)   Why contingency management needed? What is contingency planning?**[8]**

b)   Explain global management of information technology.   **[8]**

ℰ ℰ ℰ