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S 4930

B.E./B.Tech. DEGREE EXAMINATION, NOVEMBER/DECEMBER 2007.

Seventh Semester

Information Technology

IT 1002 — INFORMATION SYSTEM DESIGN

(Regulation 2004)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. List four reasons why information systems are so important for business today.
2. Mention the types of information systems that serve the three levels of the organizational hierarchy.
3. Differentiate between business process reengineering and business process management.
4. Name the principal capital budgeting methods used to evaluate information system projects.
5. What are the inputs and outputs of system design phase?
6. What are the advantages and disadvantages of end-user development?
7. What are the different decision-making levels and decision-making constituencies in organizations?
8. Distinguish between general controls and application controls.
9. Define information architecture.
10. What are query builders? Give any two examples.

PART B — (5 × 16 = 80 marks)

11. (a) (i) Describe five technology and business trends that have enhanced the role of information systems in today's competitive business environment. (8)
- (ii) Describe the key management challenges involved in building, operating and maintaining information systems today. (8)

Or

- (b) (i) List and describe the major types of systems in organizations. (8)
- (ii) How are information technology services delivered in organizations? Describe the role played by programmers, system analysts, information systems managers and the chief information officer. (8)
12. (a) (i) Describe each of the four kinds of organizational changes that can be promoted with information technology. (8)
- (ii) How do information systems support process changes that promote quality in organization? (8)

Or

- (b) (i) Have information systems enhanced productivity in business? Explain your answer. (8)
- (ii) What challenges are posed by trying to determine the business value of systems and manage system-related change? Suggest some solutions. (8)
13. (a) (i) Describe the products of various system development of life cycle phases. (8)
- (ii) What are the various categories of 4G languages? Explain how 4G languages make end-user development possible. What are the merits and demerits of end-user development? (8)

Or

- (b) (i) What is an application software package? Discuss the advantages and disadvantages of developing information systems based on software packages? (8)
- (ii) What do you mean by information system prototyping? What are its benefits and limitations? List and describe the steps in the prototyping process. (8)

14. (a) (i) Evaluate the business benefits of using intelligent techniques for knowledge management. (8)
- (ii) What is case-based reasoning? How does it differ from an expert system? How does it support knowledge management? (8)

Or

- (b) (i) How can DSS help firms with supply chain management and customer relationship management? How do DSS provide value for a business? (8)
- (ii) What management challenges are raised by information systems security and control? How can these challenges be addressed? (8)
15. (a) (i) Explain why an organization should invest time and money in the design of its information architecture. What is the return on investment? (8)
- (ii) With a suitable diagram describe "berry-picking" model of how users move through an information system. (8)

Or

- (b) (i) Explain the reasons why organizing information in useful ways is so difficult. (8)
- (ii) With a suitable diagram, describe the anatomy of a search system. (8)
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