

Z 3503

M.C.A. DEGREE EXAMINATION, JANUARY 2007.

First Semester

MC 1603 — BUSINESS PROCESSES

(Regulation 2005)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. Name some applications of computer science which enable an organization to improve its performance.
2. What is Business Activity Monitoring (BAM)?
3. How will you define the term "organization"?
4. What is meant by formal organization?
5. What is meant by the term "Reengineering"?
6. Compare Intranet and Extranet.
7. What is an Information System?
8. What is forward engineering?
9. What is Electronic Data Interchange (EDI)?
10. What is Enterprise Application Integration (EAI)?

PART B — (5 × 16 = 80 marks)

11. (a) (i) Explain the various organizational components that need to be managed. (8)
- (ii) Why do you think managers would like to be able to predict the behaviours of people in organizations? (8)

Or

- (b) (i) What are the three levels of management? Explain. (8)
(ii) What will be the future trends and issues in management? (8)
12. (a) Define the term "Leadership". Describe leadership as an influence process using the three types of influence patterns. (3 + 13)

Or

- (b) Define the term "Organizational effectiveness". How would you assess the organizational effectiveness of a government organization? (3 + 13)
13. (a) What is Business Process Reengineering? How will you carryout BPR to an organization? Explain with an example. (2 + 9 + 5)

Or

- (b) (i) How does BPR different from other management techniques? (8)
(ii) How BPR is connected to packaged software? (8)
14. (a) (i) What are the drawbacks of the traditional information systems? (8)
(ii) Explain the various technologies that aid the BPR. (8)

Or

- (b) (i) What is the need for reengineering? Explain. (8)
(ii) What are the activities involved when you apply BPR to managerial process and software process? (8)
15. (a) (i) Explain the various phases in ERP implementation. (10)
(ii) What is Supply Chain Management (SCM)? List the various elements of SCM. (6)

Or

- (b) Define the following terms and give one example for each concept :
E-Commerce, E-Business, CRM and Electronic Banking. (4 × 4 = 16)