

B.TECH DEGREE EXAMINATIONS: MAY/JUNE 2013

Eighth Semester

INFORMATION TECHNOLOGY

ITY123: Management Information System

Time: Three Hours

Maximum Marks: 100

Answer all the Questions:-

PART A (10 x 1 = 10 Marks)

1. The use of computers has several impacts on business. Which of the following is not one of them?
 - a) Easy business growth
 - b) Few clerical workers
 - c) Increased data-processing costs
 - d) More and better information
2. The following is not a business function in an organization
 - a) Manufacturing
 - b) Finance
 - c) Knowledge transfer
 - d) Accounting
3. Translating business problems into information systems is done by
 - a) Programmers
 - b) System Analysts
 - c) End users
 - d) Computer operators
4. The most common type of payment system
 - a) Digital cash
 - b) Electronic billing
 - c) Digital Wallet
 - d) All of the above
5. The standard to compress audio files for transfer over the Internet
 - a) MP3
 - b) Streaming
 - c) JPEG
 - d) All of the above
6. Conceptual data model is documented as
 - a) Distributed database
 - b) E-R diagram
 - c) Table
 - d) SQL
7. An AI technology that represents knowledge as a database of cases and solutions
 - a) Neural Networks
 - b) Expert systems
 - c) Fuzzy Logic
 - d) Case-Based Reasoning
8. Setting strict standards for products and measuring performance against those standards
 - a) Personalization
 - b) Development
 - c) Benchmarking
 - d) Customization

9. The identity of the sender in e-commerce systems can be established with the help of
- a) Encryption
 - b) Digital certificate
 - c) S-HTTP
 - d) SSL
10. Transnational strategy is adopted in the following system
- a) Networked
 - b) Centralized
 - c) Duplicated
 - d) Decentralized

PART B (10 x 2 = 20 Marks)

- 11. What is an information system?
- 12. Distinguish between technical and behavioral approach to information systems.
- 13. Define a Standard Operating Procedure.
- 14. Describe a business model.
- 15. List out few problems in traditional file environment.
- 16. Why is the World Wide Web so useful for individuals and businesses?
- 17. What is Business Process Reengineering?
- 18. Name a few GDSS software tools.
- 19. What are the security measures taken by organizations linking to the Internet?
- 20. Mention a few challenges to global business systems.

PART C (5 x 14 = 70 Marks)

21. a) Explain the major types of Information Systems in an organization.
- (OR)**
- b) What are the important information systems to be considered while implementing front-end application development for hospital management? Give necessary explanation and justification with diagrams.
22. a) Explain the role of managers as decision makers. Illustrate with the stages and models involved in decision making.
- (OR)**
- b) Describe the various categories of electronic commerce. How can Internet technology support them?
23. a) What computer processing and storage capability does an organization need to handle its information and business transactions? Justify.

(OR)

b) Enumerate on the latest developments in database technology.

24. a) Describe an expert system with an example. How does it help organizations use their knowledge assets?

(OR)

b) Explain the systems development process in detail.

25. a) Explain the various software quality assurance techniques to improve the quality of data.

(OR)

b) What are the organizational issues in International Information Systems? Explain.
