KUMARAGURU
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B.TECH DEGREE EXAMINATIONS: NOV/DEC 2014

(Regulation 2009)

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. ------- seek to create, capture, store and disseminate firm expertise and knowledge

    a) Enterprise system
    b) Supply chain management system
    c) Knowledge management system
    d) Customer relationship management system

2. Middle managers are users for ----------

    a) Transaction processing systems
    b) Management information systems
    c) Executive support systems
    d) Decision-support systems

3. Midsize manufacturing firm is an example for the organization type ------

    a) Machine bureaucracy
    b) Divisionalized bureaucracy
    c) Professional bureaucracy
    d) Adhocracy

4. --------- securely stores credit card and owner identification information and provides that information at an e-commerce site checkout counter

    a) Digital checking
    b) Digital wallet
    c) Smart card
    d) Micropayment

5. Logging on to one computer system and doing work on another is called

    a) Telnet
    b) FTP
    c) Chatting
    d) Internet

6. The process of transferring applications from large computers to smaller ones is called -------

    a) Downsizing
    b) Distributed processing
    c) Multitasking
    d) Client/server computing

7. ---------- process and disseminate information
   a) Data workers
   b) Knowledge workers
   c) Information workers
   d) All the above

8. --------- consists of testing each program separately in the system
   a) System testing
   b) Acceptance testing
   c) Functional testing
   d) Program testing

9. ----------- oversee the work of the computer department to ensure that programmed procedures are consistently and correctly applied to the storage and processing of data.
   a) Hardware controls
   b) Data security controls
   c) Computer operations control
   d) Software controls

10. ---------- ensure that the results of computer processing are accurate, complete and properly distributed
    a) Output controls
    b) Processing controls
    c) Input controls
    d) Interrupt controls

PART B (10 x 2 = 20 Marks)

11. Compare information systems literacy and computer literacy.

12. Explain how the characteristics of DSS differ from those of ESS.

13. Identify the various kinds of organizations.

14. Explain B2B with an example.

15. Distinguish between parallel and massively parallel processing.

16. Compare intranets and extranets.

17. Distinguish between Neural networks and Expert systems.

18. Describe – Six sigma.

19. Distinguish between fault-tolerant and high-availability computing.

20. Explain the term 'Cooptation'.

PART C (5 x 14 = 70 Marks)

21. a) (i) Discuss about the contemporary approaches to information systems. (8)

    (ii) Identify the challenges faced by the management in the use of information systems. (6)

(OR)

    b) Discuss about the major types of information systems.

22. a) Discuss about the role of managers in organizations.

(OR)

b) (i) Explain about the various internet business models. (10)

(ii) Explain about Web personalization with two examples. (4)

23. a) Explain about the various types of databases with examples.

(OR)

b) Discuss about the challenge of managing the new information technology infrastructure.

24. a) Discuss about GDSS and its components. How GDSS can enhance group decision making.

(OR)

b) (i) Discuss about Business process reengineering. (10)

(ii) Explain why business is interested in artificial intelligence. (4)

25. a) Illustrate how organizations can improve system quality.

(OR)

b) (i) Discuss about how to build an international information systems architecture. (8)

(ii) Explain about managing global systems. (6)

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