

PARUL UNIVERSITY
FACULTY OF MANAGEMENT
IMBA Winter 2019 - 20 Examination

Semester: 5
Subject Code: 06200101
Subject Name: Management information system

Date: 13/12/2019
Time: 10:30am to 01:00pm
Total Marks: 60

Instructions

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Make suitable assumptions wherever necessary.
4. Start new question on new page.

Q.1 Do as Directed.**A). Multiple choice type questions/Fill in the blanks. (Each of 1 mark) (05)**

1. Executive Information System provide highly unstructured information to the _____ level Management for long term division.

a) Operational	c) Middle
b) Bottom	d) Top
2. Which of the following is a NOT objective of MIS?

a) Facilitate the decision making process	c) Support decision making
b) Provide requisite information at each	d) Recruit people for system
- 3 Which of the following is not a class of information system applications?

a) database management system	c) expert system
b) decision support system	d) management information system
- 4 If a university sets up a web-based information system that faculty could access to record student grades and to advise students, that would be an example of a/an _____.

a) intranet	C) CRM
b) ERP	d) extranet
- 5 GDSS is the short form of _____.

a) Group Discussion Support System	c) Group Decision Support system
b) Group Decision Service System	d) Group Discussion Support

B). Define the following. (Each of 1 mark) (05)

1. ERP
2. DSS
3. Bluetooth
4. IS
5. Cyber theft

C). Direct questions. (Each of 1 mark) (05)

1. Difference between Data and information.
2. Write down objectives of IS.
3. Discuss briefly about issues related global Supply Chain.
4. Write down the business value of supply chain management.
5. In which ways, Information system enhances business process?

Q.2 Answer the following questions.

- A). "Information system required at different levels of management is different". In the light of this sentence describe various information system used at each level. (07)
- B). Define Information system. Explain why Information systems are so essential in business to face competition. (08)

Q.3 Answer the following questions.

- A). Define the term ERP and explain in detail components of ERP. (07)
- B). Define the term topologies and write down its types. (08)

Q.4 Attempt any two questions. (Each of 7.5 mark) (15)

1. Write short note on WIFI and Bluetooth
2. How inaccurate information create bullwhip effects during supply chain management system?

3. Write down types of computer crime.

4. A waiter takes an order at a table, and then enters it online via one of the six terminals located in the restaurant dining room. The order is routed to a printer in the appropriate preparation area: the cold item printer if it is a *salad*, the hot-item printer if it is a hot *sandwich* or the bar printer if it is a *drink*. A customer's meal check-listing (bill) the items ordered and the respective prices are automatically generated. This ordering system eliminates the old three-carbon-copy guest check system as well as any problems caused by a waiter's handwriting. When the kitchen runs out of a food item, the cooks send out an 'out of stock' message, which will be displayed on the dining room terminals when waiters try to order that item.

This gives the waiters faster feedback, enabling them to give better service to the customers. Other system features aid management in the planning and control of their restaurant business.

The system provides up-to-the-minute information on the food items ordered and breaks out percentages showing sales of each item versus total sales. This helps management plan menus according to customers' tastes.

The system also compares the weekly sales totals versus food costs, allowing planning for tighter cost controls. In addition, whenever an order is voided, the reasons for the void are keyed in. This may help later in management decisions, especially if the voids consistently related to food or service. Acceptance of the system by the users is exceptionally high since the waiters and waitresses were involved in the selection and design process. All potential users were asked to give their impressions and ideas about the various systems available before one was chosen.

1. In the light of the system, describe the decisions to be made in the area of strategic planning, managerial control and operational control? What information would you require to make such decisions?
2. What would make the system a more complete MIS rather than just doing transaction processing?