

Total No. of Questions : 12]

SEAT No. :

P1150

[Total No. of Pages : 2

[4163] - 356

May - June  
2012

**T.E. (Information Technology)**  
**MANAGEMENT INFORMATION SYSTEMS**  
**(2008 Pattern) (Sem. - II)**

Time : 3 Hours]

[Max. Marks : 100

Instructions to the candidates :-

- 1) Answer any 3 questions from each section.
- 2) Answers to the two sections should be written in separate books,
- 3) Neat diagrams must be drawn wherever necessary.
- 4) Figures to the right indicate full marks.
- 5) Assume suitable data, if necessary.

**SECTION - I**

**Q1) a)** What is need of information system in an organization? Explain resources of an information system. [9]

**b)** Illustrate the detailed use of operation support system in an organization. [9]

OR

**Q2) a)** Define MIS. Explain different roles of MIS with suitable examples. [9]

**b)** Explain planning function of an organization with the help of its various dimensions. [9]

**Q3) a)** Explain the concept of DSS in-order to help an organizational decision making. [8]

**b)** List and explain different analytical modeling activities needed in DSS. [8]

OR

**Q4) a)** Explain the term data warehouse. How it is useful in organizational decision making? [8]

**b)** Explain the working of Knowledge based expert system. Give its applications. [8]

**Q5) a)** List and explain essential components of e-commerce process. [12]

**b)** E-commerce has a broader Scope in current business trends, justify? [4]

OR

P.T.O.



- Q6) a) How CRM system works in different phases? [8]  
b) Explain the challenges and trends in supply chain management. [8]

**SECTION - II**

- Q7) a) What type of information is needed by HR manager of a software industry? Which are the reports needed by the management for record and analysis purpose? [9]  
b) Explain how MIS is useful in accounting and finance management. [9]

OR

- Q8) a) Illustrate the importance of service industry. How MIS helps in service industry like banking to give better services to customers. [9]  
b) Explain Enterprise Application Integration (EAI). How EAI software can integrate front-office and back-office applications of e-business. [9]

- Q9) a) Define Enterprise Management System (EMS). What are its components? [8]  
b) Explain tangible and intangible benefits of ERP with suitable examples. [8]

OR

- Q10) a) Explain challenges in BPO with respect to current scenario. [8]  
b) What is ITES? What is required to setup ITES in an organization? [8]

- Q11) a) What are ethical responsibilities of computer professionals? [8]  
b) What are the health issues in the use of information technology? [8]

OR

- Q12) a) What is biometric security? Give its benefits over traditional security methods with suitable example. [8]  
b) What is Global IT management? List and explain challenges involved in it [8]

\*\*\*