



May - June - 2011

[3963] – 367

**T.E. (Information Technology) (Semester – II) Examination, 2011**  
**MANAGEMENT INFORMATION SYSTEMS (New)**  
**(2008 Pattern)**

Time : 3 Hours

Total Marks : 100

- Instructions :** 1) Answers to the **two** Sections should be written in **separate** sheet.
- 2) Use of logarithmic tables, slide rules and electronic pocket calculator is **allowed**.
- 3) **Neat** diagram must be drawn **wherever** necessary.
- 4) **Black** figures to the **right** indicate **full** marks.
- 5) Assume suitable data, **if** necessary.

**SECTION – I**

1. a) Why does organization need Management Information Systems ? How can Management Information Systems be used to generate competitive advantage ?  
Are there some limitations of MIS ? If yes, point out these. **9**
- b) What is the purpose of strategic planning ? Explain how planning is an essential management process. **9**

**OR**

2. a) Explain 'function support role' and 'decision support role' of MIS. **9**
- b) Draw suitable diagram to explain various components and resources of Information Systems. **9**

**P.T.O.**



3. a) “Decisions are fuzzy and less structured at the strategic level of the hierarchy”.  
Give suitable example to explain this scenario. 8
- b) Write and explain various analytical modeling activities that help in using  
Decision Support System. 8

OR

4. a) ‘Knowledge Management’ has become the buzz word in the last decade.  
Comment on the importance and future of knowledge Management. 8
- b) Describe the concept of data warehousing. Discuss the need of data  
warehousing in modern business. 8
5. a) What are several e-business applications that you might recommend to a small  
company to help it survive and succeed ? Why ? 8
- b) Explain in brief different types of e-commerce from the perspective of the  
buyer and seller relationship by giving suitable example for each. 8

OR

6. a) With the help of any example web-site, explain the perspective of the buyer  
and seller in a B2B e-commerce type. Also mention the benefits over the  
traditional commerce. List the disadvantage if any. 8
- b) What is the process or methodology used to learn more about customer’s  
needs and behavior in order to develop stronger relationship with them ? 8



SECTION – II

7. a) A mobile company is developing mobile billing system. Company is offering more than one mobile to a customer. The mobile company offers facilities like music on demand, internet, alerts and messages, electricity bill payment etc. Customer can choose facilities he wants. Customer can pay bill either in cash, using credit card or through ECS. The bill shows details about tariff, facility charges and rent. What type of daily, weekly and monthly report could be generated by this system ? As a system analyst; design a system having
- a) Input screen for application for new mobile number
  - b) Format of Pending Bill Report
  - c) Format of service wise customer report.

8

- b) Any hospital is dedicated to a single objective-to provide the best possible care for their patients. “e-Sushrut” C-DAC’s Hospital Management Information System is a complete ERP solution for hospitals. What are the subsystems needed to develop such HMIS ? What steps must be taken while developing such systems to supports variety of hospitals such as medium sized clinic, large sized hospitals, and super specialty hospitals.

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OR

8. a) Design the following formats of reports produced by payroll system. What information the organization will get from these reports ?
- i) Pay-Slip
  - ii) Provident Fund Statement
  - iii) Department wise salary summary.
- b) What type of information systems you have experienced while studying in your Engineering college ? What type of information system you would suggest to your Principal/Head of the department for effective management of activities in the department. Give suitable examples.

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9. a) What do you mean by Enterprise Resource Planning (ERP) ? Discuss the nature of ERP packages that are available in the market and the criteria applied in evaluating these packages. 8
- b) Describe in detail the role and importance of IT enabled services in today's changing business environment. 8

OR

10. a) Explain any three Inbound Call Center Services which employ a dedicated team of live operators and offer 24/7 operator availability for the customers providing round-the-clock account management. 8
- b) What are Outbound Call Center Services ? Explain any two outbound call center services which we experience in day-to-day life. 8
11. a) Explain the various issues that are of primary concern for an auditor involved in information system audit. 9
- b) What measures can be taken by the organization to prevent computer fraud ? Explain with suitable example. 9

OR

12. Write short notes on **any three** of the followings : 18
- a) Cyber laws
- b) Information Technology Act
- c) Patents
- d) Contingency management
- e) Cultural, political challenges of IT.