



314449

Seat No.	
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T.E. (Information Technology) (Semester – II) Examination, 2014
MANAGEMENT INFORMATION SYSTEMS
(2008 Course)

Time : 3 Hours

Max. Marks : 100

- Instructions :** 1) Answers to the **two** Sections should be written in **separate** answer books.
2) **Neat** diagrams must be drawn **wherever** necessary.
3) Figures to the **right** side indicate **full** marks.
4) **Use** of calculator is **allowed**.
5) Assume **suitable** data if **necessary**.

SECTION – I

1. a) Explain the various activities involved in implementing a new system in an organization. Give most important factors you would use in evaluating computer, hardware, software and services for the system. 9
- b) Explain corporate planning and dimensions of corporate planning. 9

OR

2. a) How can managers use information system to develop tighter relationship with supplier and customer ? 9
- b) Explain the component and resources of an information system. 9
3. a) What is data mining ? Explain how data mining helps in decision making ? 8
- b) What is group decision support system ? How it can enhance group decision making ? 8

OR

4. a) What is ESS ? Explain the difference between ESS and DSS. 8
- b) Explain GIS for decision making purpose. 8
5. a) Explain in brief different types of E-commerce from the perspective of the buyer and seller relationship by giving suitable example for each. 8
- b) List the component of supply chain management and explain them briefly. 8

OR

6. a) 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
- b) What is E-governance ? Explain the services available to the citizen. 8

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SECTION – II

7. a) Explain application of MIS in finance sector. 9
b) Explain transaction processing system and features of TPS. 9

OR

8. a) Explain cross functional application for enterprise in brief. 9
b) Explain enterprise application integration. Why there is a need of it. 9
9. a) What is enterprise resource planning ? Explain scope and features of ERP. 8
b) What is ITES ? What is required to set up ITES in an organization ? 8

OR

10. a) What is call centre ? Explain the classification and criticism of call centre. 8
b) What is knowledge process outsourcing ? Explain types of KPO services. 8
11. a) What is cyber theft ? Explain different techniques to deal with cyber theft. 8
b) Explain risk assessment and five distinct stages of it. 8

OR

12. a) What is global IT management ? List and explain challenges involved in it. 8
b) Explain the ethical and social issues related with information technology in society. 8