

Total No. of Questions : 12]

SEAT No. :  

P836

[Total No. of Pages : 2

[4263] - 356

T.E. (I.T.)

## MANAGEMENT INFORMATION SYSTEMS

(2008 Pattern) (Semester - II)

Time : 3 Hours]

[Max. Marks :100

Instructions to the candidates:

- 1) Answer three questions from Section - I and three questions from Section - II.
- 2) Answers to the two sections should be written in separate answer books.
- 3) Neat diagrams must be drawn wherever necessary.
- 4) Figures to the right indicate full marks.

### SECTION - I

Q1) a) Explain different information systems that support the business operations of an organisation. [9]

b) What is organizational behavior ? Explain. [9]

OR

Q2) a) How MIS creates an impact on the organizational function, performance & productivity? [9]

b) Discuss essential factors of strategic planning. [9]

Q3) a) Explain differences between programed decision & non-programed decision. What are the attributes of DSS? [8]

b) What is data mining? How data mining helps in decision making? [8]

OR

Q4) a) Explain the role of analytical modeling in DSS. [8]

b) Explain Artificial Intelligence system. What is the need of AI system? [8]

Q5) a) What is the impact of e-commerce on business? [8]

b) Describe the relationship between TPS, MIS, DSS & ESS ? [8]

OR

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- Q6) a) Explain what is CRM? Explain important application components of CRM. [8]
- b) State benefits & challenges of supply chain management. [8]

## SECTION - II

- Q7) a) What is Personnel Management ? Explain Transaction documents, applications & reports required for personnel management. [9]
- b) Differentiate between service & product. Explain how MIS is applicable in banking services? [9]

OR

- Q8) a) What is need of production management? Explain different transaction documents & reports generated by production management information systems. [9]
- b) Explain cross functional applications for enterprises, in brief. [9]

- Q9) a) What is Enterprise Management system? Explain with a neat diagram. [8]
- b) What is BPO ? Which factors decide the success of BPO industry? [8]

OR

- Q10) a) Define ITES. What are the objectives of ITES? [8]
- b) Explain the process of medical transcription. [8]

- Q11) a) What is software piracy? What steps will you take to stop this piracy? [8]
- b) What are the different health issues in the use of information technology at the work place? [8]

OR

- Q12) a) How encryption is used as a tool for Security Management ? [8]
- b) Explain different global IT strategies. What are global IT applications? [8]

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