Code: **17BA1T7**

I MBA - I Semester-Regular/Supplementary Examinations
January 2020

MANAGEMENT INFORMATION SYSTEM

Duration: 3 hours   Max. Marks: 60

SECTION-A

1. Answer the following: **5 x 2 = 10 M**
   a) Define role of MIS.
   b) Discuss about SSAD.
   c) What are the steps in effective re-engineering?
   d) Define cyber terrorism.
   e) Importance of Data warehouse.

SECTION – B

Answer the following: **5 x 8 = 40 M**

2. a) Why is MIS looked upon as a strategic need of Management today?

OR

   b) Show the relationship of organization effectiveness and management effectiveness to MIS.

3. a) What was the procedure of system Implementation and Testing?

OR

   b) What are the steps involved in the System Design and System implementation of a computer based information system?

4. a) What types of DSS can be embedded in the application?

OR

   b) What are the major applications of ERP, discuss with an example?

5. a) What are the different levels of processing required to meet the information needs? How are they dependent on each other?

OR

   b) How you will protect from security challenges from E-enterprise?

6. a) Which are the three models of Database? Which is monthly used and why?

OR

   b) Discuss in detail the Advantages and Disadvantages of DBMS.

SECTION-C

7. Case Study   **1 x 10 = 10 M**

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 approach 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 feed back, 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 customer's 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.

Questions:

1) In the light of the system, describe the decisions to be made in the area of strategic planning managerial control and operational control?

2) What would make the system a more complete MIS rather than just doing transaction process?