Roll No. .... Total No. of Pages : 2

Total No. of Questions : 09

B.Tech (IT) (Sem.–6)
MANAGEMENT INFORMATION SYSTEMS
Subject Code : IT-304
Paper ID : [A0520]

Time : 3 Hrs. Max. Marks : 60

INSTRUCTION TO CANDIDATES :
1. SECTION-A is COMPULSORY.
2. Attempt any FOUR questions from SECTION-B.
3. Attempt any TWO questions from SECTION-C.

SECTION-A (10 × 2 = 20 Marks)

1. (a) What do you mean by Quality Assurance?

   (b) What are Expert systems?

   (c) What are social dimensions in MIS?

   (d) What is the structure of Decision making?

   (e) What are the different classes of information systems?

   (f) Give any two characteristics of DSS.

   (g) List the basic modules of an ERP system.

   (h) What are knowledge based systems?

   (i) Differentiate between OLAP and Online Transaction Processing

   (j) What is Return on Investment?

SECTION-B (4 × 5 = 20 Marks)

2. Distinguish between MIS and DSS.

3. Describe about various phases in System Development life cycle.

4. Explain about various attributes of information and its relevance to decision making.

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5. How resources in Production Planning, Scheduling, Controlling, Sales and Distribution are managed?

6. Explain the role of Knowledge based systems in ERP.

SECTION-C   **(2 × 10 = 20 Marks)**

7. 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. As an 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. What do you mean by MIS support for programmed and non-programmed decision making model? Does it have any impact on MIS structure?

9. Discuss the pre and post implementation issue of an ERP system? What are their implications on the current organization and how resistance to such changes are tackled?

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