

Paper Id: 

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Roll No: 

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**B.TECH.**  
**(SEM V) THEORY EXAMINATION 2019-20**  
**MANAGEMENT INFORMATION SYSTEM**

Time: 3 Hours

Total Marks: 100

**Note:** Attempt the questions in sequence in any order at the end of the hour suitably.

**SECTION A**

- 1. Attempt the questions brief. 2 x 10 = 20**
- a. Define the System. Give examples of System.
  - b. Define MIS and explain its characteristics.
  - c. Give a brief explanation of attributes of information.
  - d. What is Feedback? Differentiate between Positive and Negative Feedback.
  - e. Differentiate between intranet and extranet.
  - f. Identify the major challenges in implementing MIS.
  - g. Give some examples of DSS.
  - h. Enumerate the features of SCM.
  - i. What is matrix organization
  - j. Give the activity model of transaction processing system.

**SECTION B**

- 2. Attempt any three of the following: 10x3=30**
- a. Discuss the various types of information system in detail.
  - b. How E-Commerce is different from traditional commerce. Write down applications with suitable example.
  - c. How can information technology help a business or a firm? Strategic alliances with its customers, suppliers and others.
  - d. What is Customer Relationship Management (CRM)? What are the objectives of CRM? Describe various components.
  - e. Discuss the role of information system in globalization of education.

**SECTION C**

- 3. Attempt any one part of the following: 10x1=10**
- a. Explain System Development Life Cycle.
  - b. What is an expert System? Describe the various components, applications and limitations.
- 4. Attempt any one part of the following: 10x1=10**
- a. Explain Decision Support System (DSS) with its process and characteristics.
  - b. Define ERP? Explain how it differs with legacy system?
- 5. Attempt any one part of the following: 10x1=10**
- a. What do you mean by SCM? How it develops with Information System and Technology.
  - b. Explain various characteristics of control process in an organization.
- 6. Attempt any one part of the following: 10x1=10**
- a. Write short notes on following: -
    - i). Sales Force Automation
    - ii). Procurement Management
  - b. What is the scenario of business use of the internet, intranet and extranet? what business people expect?
- 7. Attempt any one part of the following: 10x1=10**
- a. What are competitive advantages of Information System? How it develops in the organization? Explain.
  - b. Explain the role of telecommunication in MIS. Also differentiate between MIS and Electronic data processing.