U.S.N ☐☐☐☐☐☐☐☐☐☐

P.E.S. College of Engineering, Mandya - 571 401
(An Autonomous Institution affiliated to VTU, Belagavi)
First Semester, Master of Business Administration (MBA)
Semester End Examination; Jan. - 2020
Management Information System

Time: 3 hrs   Max. Marks: 100

Note: Answer all **FOUR** full questions from **PART - A** and **PART - B** (Case study) is compulsory.

Q. No.	Questions	Marks
	PART - A	
1 a.	What is Management Information System? List the advantages.	10
b.	Elucidate the components of an information system with neat diagram.	10
	OR	
2 a.	Discuss the impact of information technology on today's world.	10
b.	Explain types of the information system.	10
3 a.	Differentiate data versus information.	10
b.	Explain the waterfall and spiral model of system development with a neat diagram.	10
	OR	
4 a.	Explain the application of MIS in an organization.	10
b.	List out and explain the fundamental database models.	10
5 a.	What is Topology? Explain bus, star and ring network topologies.	10
b.	What is ERP? Explain its implementation process.	10
	OR	
6 a.	How does IT help SCM and CRM? Explain.	10
b.	Explain in business process re-engineering.	10
7 a.	Write a short note on internet, intranet and extranet.	10
b.	List out the uses of the internet.	10
	OR	
8 a.	Define E-commerce and explain three E-business models.	10
b.	Write a note on SQL and 4th generation language.	10

PART - B (Case Study Compulsory)

9. 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 appropriate 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 out of 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 feedback, the planning and control of their restaurant business. Other system features aid management in the planning and control of their restaurant business. The system provides up-to-minute information on the food items ordered and breaks out percentages showing sales of each items system also compares the weekly sales totals versus food costs, allowing planning for tighter cost 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.

a) In the light of the system, describe the decisions to be made in the area of strategic planning, managerial control and operational control? What information would you require to make such decisions?   10

b) What would make the system a more complete MIS rather tan just doing transaction processing?   10

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