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; June - 2022
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	BLs	COs	POs
	PART -A				
1 a.	What is MIS? Explain the role of MIS in management, administration and operations of an organization.	10	L2	CO1	
b.	What is the essentiality of strategic planning? What are the benefits of balance score card in strategic management of business?	10	L1	CO1	
	OR				
2 a.	Explain the impact of information technology on society.	10	L2	CO2	
b.	Differentiate between external and internal information. What are the different methods of data and information collection? Give an example for each.	10	L1	CO2	
3 a.	With a neat sketch, explain the water fall model for system development. What is SDLC?	10	L1	CO2	
b.	What is BPR? What is the role of IT in BPR?	10	L2	CO1	
	OR				
4 a.	What is DSS? Explain the types of decision support system in detail.	10	L2	CO3	
b.	What are the different modules integrated in a typical ERP solution? What are the benefits of ERP?	10	L2	CO4	
5 a.	List and briefly explain the popular technologies extensively applied in SCM. What are the applications of customer relationship management?	10	L2	CO4	
b.	What is database? Give an example. What are the significant benefits of database approach?	10	L2	CO3	
	OR				
6 a.	What are the parameters to measure quality information? Explain TQM of information system.	10	L3	CO3	
b.	What are the different applications of network in information management?	10	L2	CO3	
7 a.	What is network topology? Discuss the different types of network topology in detail.	10	L2	CO4	
b.	Explain the models of E-business.	10	L4	CO2	
	OR				

8 a.	What is WWW? What are the applications of internet?	10	L3	CO3
b.	Write short notes on any two of the following: i) Intranet and Extranet ii)RDBMS iii) Models of E-Business	10	L2	CO4

PART - B (Case Study) Compulsory

9. M/s Apekshith Indian Travelers is a transport company having 320 vehicles and provides private taxis, cars, cabs and buses on hiring basis. The company also provides regular vehicle and trip services to IT and BPO centres. The company is also involved in courier services and Cargo business. In addition to the above, the company is now tied up with a manufacturing company for shipment of their goods. The client company has a strict monitoring system on dispatches. Any delay in reaching the goods to the customer, the client company will imply penalty. The company has all the details of destinations and approximate shipment requirements.

    The major activities of the M/s Apekshith Indian Travelers include booking of vehicles for trip, decisions of the route of vehicles, shipment decisions, reimbursement to drivers, testing and maintenance of vehicles, vehicle insurance, payments, billing of clients, periodic payments, monitoring of vehicles, fuel charges and payments to Indian Oil corporation dealer and marketing of the company etc.

    Questions:

a.	Discuss the need for the information system to the above given company and its business.	5	L4	CO1
b.	What are the inputs and outputs expected from the system?	5	L3	CO3
c.	What kind of information system do you suggest to the company? Justify your answer.	5	L5	CO4
c.	Do you suggest the company to use intranet and extranet in case they plan to establish geographical- based branches? Justify your answer.	5	L4	CO3

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