Name : ....

Roll No. : ....

Invigilator's Signature : ....

CS/MBA (New)/SEM-2 (FT)/MB-205/2010

2010

MANAGEMENT INFORMATION SYSTEMS-II

Time Allotted : 3 Hours   *Full Marks* : 70

The figures in the margin indicate full marks.

*Candidates are required to give their answers in their own words
as far as practicable.*

GROUP – A
(Multiple Choice Type Questions)

1.   Choose the correct alternatives for any *ten* of the following :

$10 \times 1 = 10$

   i)   The type of logical database model that treats data as if

   they were stored in two-dimensional tables is the

   a)   hierarchical DBMS

   b)   SQL DBMS

   c)   Relational DBMS

   d)   Object-oriented DBMS.

25005 (MBA)   [Turn over

ii)   Electronic Payment System refers to making of payments through

   a)   electronic medium such as *e*-cash

   b)   *e*-cheque

   c)   credit cards and smart cards

   d)   all of these.

iii)   Information is nothing but the facts

   a)   organized in a meaningful manner

   b)   processed data

   c)   both (a) and (b)

   d)   none of these.

iv)   Which of the following is the activity subsystem of MIS ?

   a)   Marketing

   b)   Logistics

   c)   Strategic planning

   d)   Information processing.

v) DML used in DBMS involves

    a) retrieval of data from the database

    b) insertion of new data to the database

    c) deletion or modification of existing data in the database

    d) all of these.

vi) Which of the following is a tactical decision ?

    a) Product decision

    b) Budget allocation

    c) Plant-location decision

    d) Capital-source decision.

vii) Data mart is a part of

    a) Data mining   b) OLAP

    c) Data acquisition   d) Data warehouse.

viii) Decision Support Systems are generally used in

    a) perfectly structured environment

    b) structured environment

    c) unstructured environment

    d) semi-structured environment.

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ix)   Payroll and order processing systems are examples of

    a)   TPS   b)   DSS

    c)   EIS   d)   none of these.

x)   Data

    a)   consists of raw facts

    b)   represents the real world things

    c)   may be numeric, alpha numeric or images

    d)   all of these.

xi)   Supply Chain Management is a process of

    a)   deregulating the operation

    b)   maintenance of organization

    c)   supplying goods to the organization

    d)   implementing and controlling the operation.

xii)   Which of the following is used for ERP software evaluation ?

    a)   The extent to which the development and methodology of the software are object-oriented

    b)   The ability of the software to handle server and client based data and application logic

    c)   Ease with which the software can be learned, implemented and taught to employees

    d)   None of these.

GROUP – B

(Short Answer Type Questions)

Answer any *three* of the following. 3 × 5 = 15

2. Define Data Base Management System. Why do we need DBMS ? Write any two advantages of DBMS.

3. Describe the factors affecting Decision Making in the current scenario ? How are these factors useful for the Management Level ?

4. Explain the features of Supply Chain Management.

5. Explain with example Super Key, Candidate Key, Primary Key and Foreign Key.

6. Explain the differences between BPO and KPO.

GROUP – C

(Long Answer Type Questions)
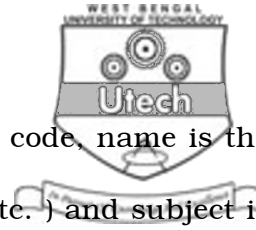
Answer any *three* of the following. 3 × 15 = 45

7. What do you mean by Enterprise Resource Planning

(ERP) ? Discuss the architecture of ERP. What are the major applications of ERP ? 3 + 7 + 5

8. Assume the following table :

Degree (degcode, name, subject)

Candidate (seatno, degcode, name, semester, month, year, result)

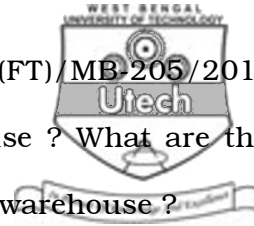**Marks** (seatno, degcode, semester, month, year papcode, marks)

In the degree table, degcode is the degree code, name is the name of the degree (e.g. M.Sc., M.Com. etc.) and subject is the subject of the course (e.g. Physics, Math etc.) In the marks table papcode is the paper code (e.g. A-1, A-2 etc.)

Solve the following queries using Relational Algebra / SQL :

i) Display all the degree codes for which there are no candidates in the order of degcode.

ii) Display the names of all candidates who have appeared for their M.Sc. (Physics) examination in the order of name.

iii) Display the name, subject and number of candidates for all degrees in which there are less than 5 candidates.

iv) Display the names of all the candidates who have got less than 40 marks in exactly two subjects.

v) Display the names of all the candidates who have got highest total marks in M.Sc. (Math). 5 × 3

9. a) What do you mean by data werehouse ? What are the characteristics and benefits of a data warehouse ?

b) What are the objectives of data mining ?

c) Explain the concept of OLAP.

10. Explain the features and capabilities of CRM (Customer Relationship Management). What do you mean by Operational, Collaborative and Analytical CRM ? 10 + 5

11. a) Define MIS. What are the functions of MIS in an organization ? 4 + 5

b) Discuss the reasons for failure of MIS in an organisation. 6

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