IT-501   Roll No. ☐☐☐☐☐☐☐☐☐☐

B.Tech.
(SEM V) ODD SEMESTER EXAMINATION 2015-16
Management Information System

[Time: 2 hrs.]   **[Max. Marks: 50]**

Note- *Attempt All Questions:-*

1. Attempt **any two** parts of the following: [6X2=12]
  (a) What is an information system? Discuss the various resources which are consisted by an information system.
  (b) Explain the fundamental roles of information system in business.
  (c) Discuss the following:
    (i) Characteristics of a system.   (ii) Efficiency criteria in information system.

2. Attempt **any two** parts of the following: [6X2=12]
  (a) Define management information system. Also discuss different activities performed by MIS in an organization.
  (b) How can the structure of MIS be understood? Discuss various approaches to understand its structure.
  (c) Explain the following:
    (i) Decision Support System (DSS).   (ii) End User Computing.

3. Attempt **any two** parts of the following: [6X2=12]
  (a) What is planning? Discuss the role of good planning in modern business organization.
  (b) Explain the different phases involved in system development life cycle (SDLC) in brief.
  (c) How does the use of internet technologies by companies today support their business? Discuss

4. Attempt **any two** parts of the following: [7X2=14]
  (a) What do you understand by term Enterprise Resource Planning (ERP) system? Write the reasons for the failure of ERP.
  (b) What is a customer relationship management (CRM)? Describe the main challenges being faced by CRM.
  (c) Write a short note on cyber-crimes.