



MUTHAYAMMAL ENGINEERING COLLEGE

(An Autonomous Institution)

(Approved by AICTE, New Delhi, Accredited by NAAC & Affiliated to Anna University)



Rasipuram - 637 408, Namakkal Dist., Tamil Nadu

DEPARTMENT OF MANAGEMENT STUDIES
QUESTION BANK
19MBB06 – INFORMATION SYSTEM FOR MANAGEMENT

PART A

UNIT I

1. What do you mean by information management?
2. Define data & information?.
3. Define intelligence.
4. What are the types of intelligence.?
5. Mention the types of information system based on functions?
6. What is manufacturing information system?
7. Define functional information system?
8. What do you mean by system development methodology?
9. What is system software?
10. Define hierarchy?

PART B

1. i) Narrate the concepts of information management with neat sketch?(7 Marks)
ii) Explain how IT acts as a useful tool in your business?(6 Marks)
2. i) What are the major differences between data and information? (7 Marks)
ii) Define Intelligence. Explain about the types of intelligence? (6 Marks)
3. i) Describe about various information system types based on functions & hierarchy (7 Marks)
ii) What is system development methodology and explain its types. (6 Marks)
4. i) Explain in detail about “Functional information system” with neat diagram? (7 Marks)
ii) Narrate the evolution of information system. (6 Marks)
5. i) Difference between data and information? (5 Marks)
ii) Distinguish between information and intelligence (8 marks)

UNIT – II

PART A

1. List out the steps of SDLC?
2. Define security system?
3. Define System analysis?
4. What is system design?
5. What is DFD?
6. What are the case tools?
7. What is system flow chart?
8. What do you mean by system implementation?
9. What is an attribute?
10. Define database & database management system?

PART B (13 MARKS)

1. i) Discuss CASE tools architecture (7 Marks)
ii) Explain various case tool used in analysis phase.?(6 Marks)
2. Describe system flow chart, decision table, DFD?(13 Marks)
3. i) Explain about ER model (8 Marks)
ii) Explain the concept of OOAD?. (5 Marks)
4. i) Write about various UML diagrams? (8 Marks)
ii) Explain the steps of SDLC”..(5 Marks)
5. i) Outline the emerging concept and applications of object oriented DBMS (8 marks)
ii) Explain the characteristics and types of DBMS in detail. (5 Marks)

UNIT – III

PART A (2 MARKS)

1. What is financial information system?
2. Discuss about marketing information system?
3. What is HRIS? Give an example?
4. What do you mean by production info system?
5. Define materials info system?
6. Distinguish between MIS & DSS?
7. What do you mean by E-Commerce?
8. State the role of DSS in management decision making?
9. Define EIS?
10. What do you mean by KMS?

PART B (13 MARKS)

1. i) Briefly describe about functional MIS (8 Marks)
ii) Discuss about decision support system with pros & cons? (5 Marks)
2. i) What do you mean by knowledge information system? (8 Marks)
ii) Briefly describe about executive information system? (5 Marks)

3. i) Explain about geographical information system? (7 Marks)
ii) Describe about international information systems? (6 Marks)
4. i) What do you mean by marketing information system? (7 Marks)
ii) Explain about Human resource information system (6 marks)
5. i) Describe in detail about financial information system? (7 Marks)
ii) What do you understand in production information system? (6 Marks)

UNIT – IV

PART A (2 MARKS)

1. Define Controls.
2. What is the purpose of security measure in IS?
3. What is encryption & decryption?
4. Define security?
5. Define Error deduction/error analysis?
6. Define vulnerability?
7. What is a computer crime?
8. Mention the types of attacks?
9. What is meant by Stub testing?
10. Define vandalism?

PART B (13 MARKS)

- 1.i) Explain the techniques and tools of security and testing in detail (7 Marks)
ii) What is security? List and describe controls that promote security for computer hardware, networks software and computerized data.?(6 Marks)
- 2.i) What is error deduction and explain types of error deduction and control in detail (7 Marks)
ii) Explain technologies & tools used for security and control?(6 Marks)
3. What is vulnerability. Explain in detail about IS Vulnerability?
4. Mention the types of computer crime. How does hacking and cracking is a threat for organizations?
5. Explain how information systems controls and enhances the security of information system. And what security techniques are used with intranets and internets ?.

UNIT – V

PART A (2 MARKS)

1. Define ERP?
2. What is an e-business with its pros & cons?
3. Define e-governance with its pros and cons?
4. What do you mean by e-CRM?
5. Define SCM?

6. What is data warehouse?
7. Define Business Intelligence?
8. Define pervasive computing?
9. What is CMM?
10. How data warehouse benefits your organization?

PART B (13MARKS)

1. i) Describe the data warehouse framework and the kinds of data stored in it.?(7 Marks)
 ii) List out the strategies used in data warehousing?(6 Marks)
2. i) Explain the architecture of data mining system? Explain various techniques in them?(7 Marks)
 ii) Discuss the components of data warehousing?(6 Marks)
3. i) Explain the scope of ERP system and functional modules of ERP software?(5 Marks)
 ii) Explain SEI CMM model used in software quality assurance?(8Marks)
4. i) Discuss the various steps of ERP implementation and explain about online payment facilities?(7 Marks)
 ii) Explain in detail about e-Governance best practices? (6Marks)
- 5.i) Describe about the benefits of SCM and list the steps involved in SCM?(7 Marks)
 ii) Explain about cloud computing & pervasive computing?(6 Marks)

PART C (15 MARKS)

1. CASE STUDY:

Case Study on MIS: Information System in Restaurant

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 check system as well as any problems caused

by a waiter's handwriting. When the kitchen runs out of a food item, the cooks send out

an 'out of stock' message, which will be displayed on the diningroom terminals when waiters try to order that item. This gives the waiters faster feedback, enabling them to give better service to the customers. Other system features aid management in the

planning and control of their restaurant business. The system provides up-to-the-minute information on the food items ordered and breaks out percentages showing sales of each item versus total sales. This helps management plan menus according to customers' tastes. The system also compares the weekly sales totals versus food costs, allowing planning for tighter cost controls. In addition, whenever an order is voided, the reasons for the void are keyed in. This 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.

Questions:

- 1 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?
- 2 What would make the system a more complete MIS rather than just doing transaction processing?
- 3 Explain the probable effects that making the system more formal would have on the customers and the management.

2. CASE STUDY:

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 check system as well as any problems caused by a waiter's handwriting. When the kitchen runs out of a 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, enabling them to give better service to the customers. Other system features aid management in the planning and control of their restaurant business. The system provides up-to-the-minute information on the food items ordered and breaks out percentages showing sales of each item versus total sales. This helps management plan menus according to customers' tastes.

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- iii. Explain the probable effects that making the system more formal would have on the customers and the management

3. CASE STUDY:

Hospital is a highly complex social economic scientific organization whose main function is to provide comprehensive health care to the society and to act as a referral centre. Hospital management is a specialized art of achieving results and goals by effective utilization of hospital resources. For efficient management of the hospital, the hospital administrator should have a conceptual model of the hospital, functioning as a system, consisting of several sub-systems to achieve the ultimate objective of patient care.

A premier multispeciality unique hospital with multiunits situated at Bangalore, Mangalore, Manipal, Nepal, Sikkim and Goa is committed to providing personalized care of the highest order with the widest scope of advanced medical facilities. The hospital, considering its future expansions as well as anticipated increased work load negotiated with some of the reputed consultants in the software field, about 6 months back and is likely to entrust to one of the leading software companies at Bangalore for the full computerization of the hospital. They are likely to spend a huge amount for computerization activities and the pilot project was likely to commence in April 1999. Manipal hospital at present is having MIS activities, at one nodal centre at each of the hospitals. MIS do not have a separate department, but all MIS activities come under finance controller.

Questions

- i. Do you feel that DSS & EIS are required in hospital information system? Give explanations for both 'yes' and 'no' answers.
- ii. Analyze whether the expert system could be used effectively in hospital R &D activities

4. CASE STUDY:

The Taj Residency, Bangalore, is a part of the Taj group of hotels which has its headquarters

at Mandik House , Mumbai. The Taj group is India's largest and finest hotel offering 45 hotels in 30 destinations which includes:

Luxury hotels, business hotels ,beach resorts ,palace hotels and garden retreats.

The hotel offers various facilities and services to its customers:

Accommodation, food&beverages,Banqueting , conferencing facilities, fitness centre and business center. All the above are continuously renovated and upgraded to suit changing customer's needs.

The company has done quite a lot in computerizing many of the activities at each of the departments such as front office business , sales,payroll,monthly reports, human resource information system and career development. At present IS have been developed at 2 places in the hotel i.e. financial and personnel department. Personnel exclusively looks after computerization of HR activities , number of staff , manpower training programmes,absenteeism control., whereas financial department has major activities looking after admin activities , front office business

The Universal Food and Drinks Limited (UFDL) is a company, manufacturing different types of packaged foods and drinks. The product range consists of more than 50 items and 200 packaging units. The company's products are popular throughout the country and the company is known for its quality products.

5. CASE STUDY:

Imperial Tobacco Company of India Limited (ITC), incorporated on August 24, 1910, was one of India's premier private sector companies with a turnover of US \$ 3 billion and a market capitalization of nearly US \$ 10 billion in 2004. ITC was a dominant player in its traditional businesses of cigarettes, hotels, paperboards, packaging and agri-exports. ITC ventured into the branded and packaged foods business with the launch of the 'Kitchens of India' (KOI) brand in August 2001 and the 'Aashirvaad' brand in 2002. By entering the food business, ITC aimed at leveraging on its proven strength in the hospitality industry, packaging, and sourcing of agricultural products.

Questions :

1. What are the factors which have prompted ITC to enter the convenience food market? How did they segment their target market?
2. How did ITC ensure long shelf life for its convenience food products?