

Registration No :

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Total Number of Pages : 01

MBA
18MBA207

2nd Semester Regular Examination 2018-19

FUNDAMENTALS OF ERP

BRANCH : MBA

Time : 3 Hours

Max Marks : 100

Q.CODE : F861

Answer Question No.1 (Part-1) which is compulsory, any EIGHT from Part-II and any TWO from Part-III.

The figures in the right hand margin indicate marks.

Part-I

Q1 Only Short Answer Type Questions (Answer All-10)

(2 x 10)

- What are the functional areas of ERP architecture?
- What are the disadvantages of ERP?
- What are the factors for selection of a ERP package?
- What is the use of external constants for ERP project?
- What are the different types of feasibility?
- What are the scope mo MIS?
- What are the disadvantages of MIS?
- What is fixed order period system?
- What is DSS?
- What is Data Mining?

Part-II

Q2 Only Focused-Short Answer Type Questions- (Answer Any Eight out of Twelve)

(6 x 8)

- What is e-governance? Explain the application area of e-governance.
- What is DBMS? Explain the concept of DBMS.
- Explain the elements of an ERP system.
- Write about the different issues in ERP implementation.
- Explain all about the major activities within the ERP selection process.
- Explain about the inventory management system.
- What is the role of a manager in implementing ERP system?
- Why system analysis is needed for an efficient system design?
- Explain the characteristics of MIS.
- What are the advantages and limitations of a Data Base System?
- Explain the model of a financial management system.
- Explain the role of IT in modern business.

Part-III

Q3 Only Long Answer Type Questions (Answer Any Two out of Four)

What is the need of a ERP system? Explain the characteristics of an ERP system.

(16)

Q4 Explain all about Big Bang implementation approach with its advantages and disadvantages.

(16)

Q5 Explain HRIS with its advantages and disadvantages.

(16)

Q6 What is computer network? Explain different internet security issues.

(16)

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Total number of printed pages – 2

MBA
MGT 207

Second Semester Regular Examination – 2015

MANAGEMENT INFORMATION SYSTEMS

BRANCH : MBAR

QUESTION CODE : J 502

Full Marks – 70

Time : 3 Hours

*Answer Question No. 1 which is compulsory and any **five** from the rest.*

The figures in the right-hand margin indicate marks.

1. Answer the following questions : 2×10
 - (a) What are the future outlook of Information systems ?
 - (b) Describe the major components of an IS.
 - (c) What is inside a mobile phone ?
 - (d) Convert 10nsec (T) to frequency (F).
 - (e) What is Moore's Law ?
 - (f) Why MICR technology is applicable in Banks ?
 - (g) What are the trade-offs of E-commerce ?
 - (h) Differentiate between HIPO chart and Warnier/ORR diagram.
 - (i) Compare between the aspects of Conceptual design and Detail design.
 - (j) What are the facilities of Four-stage planning model ?
2. People use online travel agents (OTAs) to book hotels, airline tickets, rail tickets, packages, and even long distance bus tickets. The OTAs in India are doing great business in providing travel solutions. The major players include Makemytrip,

P.T.O.

Cleartrip, Ezeego, Golbibo among others. IRCTC started from being a one stop shop for train tickets, to expand later to hotel bookings and other travel services. Proliferation of OTAs has redefined the travel business in a big way. These Websites have transferred the traditional travel agency model to the Internet, using Web features and technologies to sell travel services. Moreover, the OTAs often offer tickets or hotel bookings even cheaper than the Airline operators or hotels. Major international OTAs such as Expedia and Travelocity have also entered Indian market and are offering world class travel services at competitive prices. Success of such OTAs has also changed the way corporate travel bookings are done. Customers can search for the best deals online for their travel requirements, and can make bookings using credit cards, netbanking, or even cash on delivery. Many of the OTAs have now started offering travel packages inclusive of tickets, hotel, car rental to make travel convenient and cheap.

- (a) How do the consumers benefit from OTAs ? 5
- (b) What are the reasons airline operators and hotels offer their services through OTAs in addition to their own Web sites ? 5
3. Explain the importance and applications of Information systems in functional areas of a business. Discuss differences between computer literacy and Information literacy. 10
4. Elaborate various types of computer generation and compare between hard copy and soft copy output devices with example. 10
5. Elucidate the various components of a DSS. Define types of decision and phases of decision-making process in a typical organization.. 10
6. (a) Define DBMS. What are the advantages of relational model over Hierarchy Model ? 5
- (b) Discuss codd's 12 rules for relational database. 5
7. What is M-commerce technology ? What are the sub-parts of WAP technology used in M-commerce ? Mention the benefits of M-commerce technology. 10
8. What are the critical issues that should be kept in mind before the implementation of ERP systems ? Discuss the role of a manager in proper implementation of ERP systems. 10

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MBA
MGT 207

Second Semester Regular Examination – 2014

MANAGEMENT INFORMATION SYSTEMS

BRANCH(S) : MBA

QUESTION CODE : F 489

Full Marks – 70

Time : 3 Hours

*Answer Question No. 1 which is compulsory and any **five** from the rest.*

The figures in the right-hand margin indicate marks.

1. Answer the following questions : 2×10
- (a) What are the different types of Information systems ?
 - (b) Name four ERP packages currently available in the market.
 - (c) Define ERP and SCM.
 - (d) What are the various models of E-Commerce ?
 - (e) What is BPR ?
 - (f) Mention different types of Operating systems.
 - (g) Differentiate between impact and non-impact printers.
 - (h) What is the role played by Simon model in the system analysis phase ?
 - (i) What are the different stages of planning in Nolan stage model for planning ?
 - (j) What do you mean by GANTT chart ?

2. Case Study :

The Punjab government has successfully implemented an Internet-based Executive Information System (EIS) in all its offices. The Web-based EIS has ensured improved connectivity and fast disposal of work. The system has saved the Punjab govt. from spending an unreasonable amount of time to collect,

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compile and communicate information. The system has different modules to effectively monitor projects and schemes affecting the general public. It has also emerged as the Internet office portal for most of the Punjab State Government offices. The system has enabled officers and various State government departments to exchange messages on pending references, files and announcements. Additionally, the EIS has a citizen facing module, which gives access to various important data related to the state like village directory and the latest economic survey.

Questions :

- (a) What promoted the Government of Punjab to adopt EIS ? 5
- (b) What are the potential benefits of Web-based EIS ? 5
3. Explain the concept of MIS. Write the scope and characteristics of MIS. 10
4. Elaborate the need for functional information systems and explain the benefits of MMIS. 10
5. Discuss the concept of Operating systems and explain the various categories of output devices. 10
6. Explain the classification of Supply chain Management and discuss the various applications of CRM. 10
7. "ERP Systems are necessity for cross functional business enterprises". Comment on this statement and differentiate between MRP and MRP II. 10
8. Elucidate how Mc Farlan-MC Kenney strategic grid helps an organization to analyze the importance of the existing information systems ? 10

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Second Semester Examination – 2013

MIS AND ERP

QUESTION CODE : A 458

Full Marks – 70

Time : 3 Hours

Answer Question No. 1 and 2 which are compulsory and any **four** from the rest.

The figures in the right-hand margin indicate marks.

1. Answer briefly the following questions : 2×10
 - (a) What is the difference between parallel and phased forms of IS conversion ?
 - (b) What do you mean by Dumpster Diving ?
 - (c) Suggest four ways so that employees can avoid being tricked by hackers.
 - (d) Mention the benefits and challenges of an ERP.
 - (e) What is the role of an Information audit ?
 - (f) What is the need of presenting information in different form to different managerial level ?
 - (g) What are the applications of E-Governance ?
 - (h) What are the different categories of Supply Chain ?
 - (i) Suggest what are the steps involved in a feasibility study.
 - (j) Differentiate between programmable and non-programmable decision.

2. **Case Study :**

When the joint venture between Titan and Timex came to an abrupt end after six long years of a strong relationship, all infrastructures that were created become non-functional. As a result, Timex had no distribution channels, no point of sale systems and even no databases in place to sustain business in the Indian continent. For the CIO of the Timex, it was a challenging task of setting the priority right and creates a strong IT infrastructure to revive the business. The parent company in the US was using Oracle based ERP system to manage

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all its business transactions, so the Indian counterpart decided to build the system around the same solution. CIO set the first priority to create a strong network of POS, as the distribution was not much at that point of time. At the subsequent stage, the IT department decided to create inventory, billing and order management systems.

Various technological solutions were evaluated and tested to transfer the POS data back to the company's main data server for intelligent data processing. The watch industry is quite dynamic in nature as the styles, textures and trends keep changing very fast. In order to keep analyzing the business patterns and demand analysis, the company needs the complete POS data on real time basis for data analytics. To achieve this, the company decided to implement power builder software to connect its POS terminals with the central databases. The proposed system was e-mail based batch processing system, which will send an e-mail to data centre at the end of the day. All e-mail received from various vendors are validated and uploaded into the Oracle ERP for managers to view and analyze.

- (a) What was the strategy being followed by CIO of Timex ? 5
- (b) Why Timex concentrated on developing POS network ? 5
3. Why has prototyping become a popular way to develop business applications ?
What are prototyping advantages and disadvantages ? 10
4. What are your major concern about computer crime and privacy on the Internet ?
What can you do about it ? Explain. 10
5. Why are there so many conceptual classifications of Information System ? Why they are typically integrated in the information systems found in the real world ? 10
6. (a) Describe how MIS can be successfully implemented in the production department of a manufacturing organization. 5
- (b) Compare and contrast between Linear cycle model and the Spiral model. 5
7. (a) What are the AITP standards of professional conduct ? 5
- (b) Why the manager needs information, but not data ? 5
8. What are the Executive Information System ? Draw its architecture and explain the systems on which it is dependent. Mention the various functions of EIS. 10

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Second Semester Examination – 2012

MANAGEMENT INFORMATION SYSTEM AND ERP

Full Marks – 70

Time : 3 Hours

Answer Question No. 1 and 2 which are compulsory and any **four** from the rest.

The figures in the right-hand margin indicate marks.

1. Answer the following questions. :

2 × 10

- (a) What are the salient features of an organization ?
- (b) Write the importance of an Information System.
- (c) What do you mean by a structured programmable decision ?
- (d) Differentiate between logical DFD and Physical DFD.
- (e) Specify the areas to which a CASE tool supports.
- (f) What are the types of decision tables ?
- (g) What are the benefits of supply chain management ?
- (h) List out the world wide brands of ERP software companies.
- (i) Differentiate between Malicious Applets and War dialing.
- (j) How are ethics and law related to one another ?

2 CASE STUDY :

10

Photocopier manufacturer Fuji Xerox established Fuji Xerox Information Services (FXIS) in 1984 to create software for its computer related products.

Since that time, FXIS has taken over responsibility for managing Fuji Xerox's information systems and networks, and has expanded its business to include sales of computer and network equipment as well as education and training in computer software applications.

In 1998, FXIS sought to improve its own internal software systems with the goal of being able to close its books (reconcile all of its accounting records) two days after the end of the month. To accomplish this task, FXIS chose to implement SAP R/3.

When planning its SAP implementation, FXIS decided that to meet its goal of closing its books in two working days it should use SAP for all of its business applications and get rid of legacy systems. Unlike some companies using SAP, FXIS emphasizes the integration of HR data. FXIS implemented the Sales and Distribution, Materials Management, Financial Accounting, Controlling, Project System, and Human Resources modules of the R/3 system. To meet the two-day closing requirement, FXIS needed to have expense account information from its sales force and time charge information from its software developers and system administrators. To simplify the collection of travel and time charge data, FXIS created its Director Input (DI) system, which makes it easy for users to enter their time charge data into the system through a Web Interface. The DI system stores this data in its own database, which allows managers to review and approve the data. When the data have been approved, the information is transferred to the SAP R/3 system.

The DI system provides the advantage of a familiar browser interface for users who may not be comfortable using SAP R/3 directly. It also does not require additional software or hardware. The DI system has proved so successful that FXIS has formed an ERP solution business and has developed standard templates for its DI system, which it is marketing to other SAP customers in Asia.

Questions :

1. What are the advantages and disadvantages of the FXIS decision to use SAP for all business processes and eliminate its legacy system ? 10 5
2. How does the use of the DI system contribute to FXIS's goal of closing its books in two days ? Do you think there are any problems created by not having the data collected by the DI system available in real time ? 10 5
3. (i) "Information is subset of Data". Justify this statement with an example. 5
- (ii) Explain Information System Model and the importance of Information System. 5
4. (i) Differentiate between programmable decisions and non-programmable decisions. 5
- (ii) Compare different types of decision making at different level. 5
5. (i) What are the advantages and disadvantages of prototype model ? 5
- (ii) Explain the roles and responsibilities of a System Analyst. 5
6. (i) What do you mean by E-Governance ? What are the application areas of E-Governance ? 5
- (ii) Define CRM. Explain the CRM Process and the steps involved. 5
7. Explain the water fall cycle system development model with a neat sketch. 10
8. Write short notes about : 2.5 x 4
 - (i) Trojan Horse
 - (ii) Logic Bombs
 - (iii) Denial of Service
 - (iv) Eaves Dropping

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Total number of printed pages – 3

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Second Semester Examination – 2011

MIS & ERP

Full Marks – 70

Time : 3 Hours

Answer Question No. 1 which is compulsory and any **five** from the rest.

The figures in the right-hand margin indicate marks.

1. Answer the following questions. : 2×10
 - (a) Define an Audit Trail.
 - (b) Differentiate between Data and Information.
 - (c) Explain a cybernetic system.
 - (d) Write the names of few ERP vendors.
 - (e) What do you mean by cross functional enterprise system ?
 - (f) Mention the rules for construction of DFD.
 - (g) What do you mean by Ergonomics ?
 - (h) Distinguish between patents and copy rights.
 - (i) Draw the chart showing evolution of ERP.
 - (j) Differentiate between virus and worm.
2. Define DSS. Compare and contrast different types of decisions taken in an organization at different levels. 10

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3. Explain what you mean by change and what is the need for change. Define the forces for change. 10
4. Mention the advantages and disadvantages of prototyping model and explain the spiral system development model with a neat sketch. 10
5. Define ERP. Explain the benefits and challenges of an ERP. Write the tangible and intangible benefits of ERP. 10
6. What do you mean by Ethics? Explain the factors influencing business ethics. How can the quality of ethical performance be improved in a business firm? 10
7. Define the various attributes of information and distinguish between logical DFD and physical DFD with an example. 10
8. (i) Management at one of the Automobile Battery plant has been dissatisfied with production planning. No doubt, experienced people were at the helm. But production plans were created for each year with their experience guessing the likely demand for each product based on the previous years figures by the customers. The main problem they faced was if a customer places an unexpected huge order or requests a change to an existing order after it has been placed ; there is no scientific way to adjust the production plans. Further, the batteries are of varied sizes and for different types of vehicles. In the case of any change the company has to adjust the new production plan quickly. No mathematical formula could help them. Under the circumstances, the company may have to tell their customers it can't full their orders or may run up extra costs maintaining additional inventory to prevent stock outs.

(ii) At the end of each month, orders are reviewed, totaled and manually keyed into the company's production planning system. Data from the previous months production and inventory systems are manually entered

into the firm's order management system. Analysts from both sales and production departments analyze the data from their respective systems to determine the sales and production targets for the subsequent month. Their estimates are usually different. They sit together at a high level meeting thereafter and revise the sales / production targets to take into account senior management's goals for market share, revenues and profits. The outcome of the meeting is a finalized production master schedule. In view of the implications, the entire production planning process took 15 business days to complete. Nine of these days are required to enter and validate the data. The remaining days are spent developing and reconciling the production and sales targets and finalizing the production master schedule.

Questions :

- (a) Draw a diagram of the production planning process. 2
- (b) Analyze the problems this process creates for the company. 2
- (c) How could an Enterprise System (ERP) solve these problems? In what ways could it lower costs? Diagram what this process might look like if the company implemented the enterprise software. 6

Total number of printed pages – 4 MBA (Old & New)

PCS 1002/MBC 305

Second Semester

~~Third Trimester~~ Examination – 2010

MANAGEMENT INFORMATION SYSTEM

Full Marks – 70

Time : 3 Hours

Answer Question No. 1 which is compulsory
and any **five** from the rest.

*The figures in the right-hand margin
indicate marks.*

1. Answer the following questions : 2×10
 - (a) Define information. How it is different from data ?
 - (b) Write three major activities of system analysis.
 - (c) Define a system and cybernetic system.
 - (d) What do you understand by operational database ?

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- (e) What are SQL and QBE ? Why they are used ?
 - (f) What are the components of DBMS ?
 - (g) What is the responsibilities of DBA ?
 - (h) What are the different reports generated by MIS ?
 - (i) What is the meaning of goal seeking analysis ?
 - (j) What is Artificial Intelligence ? Which information systems use it ?
2. What do you understand by system approach to problem solving ? Briefly describe the different steps involved in traditional information system development cycle. 10
3. What is information system ? What are the different types information systems and how they are useful to different levels of Managers ? What is the main objective of information systems ? 10

4. What is traditional file processing system ? What are the main limitations of traditional file processing system ? Briefly explain how database system overcomes such limitations. 10
5. (a) What is data modeling ? What are the different types of data models ? 5
- (b) What are the key database activities ? Explain. 5
6. What is transaction processing system (TPS) ? What are the main objectives of TPS ? Explain the steps involved in Transaction Processing Cycle ? 10
7. (a) What is a structured problem ? How it is different from unstructured problems ? Which information systems are more suitable for unstructured problems ? 5
- (b) What are the components of expert system ? Briefly give examples of some applications of expert system. 5