

AT-1403

**M.B.A. Semester—I Examination**  
**MANAGEMENT INFORMATION SYSTEM**  
**Paper—MBA/107**

Time : Three Hours]

[Maximum Marks : 70

**Note :—**(1) All questions are compulsory.  
(2) Figures to the right indicate marks.

**SECTION—A**

1. (a) What do you mean by subsystems of MIS ? Explain the relationship of activities to functional subsystem. 14

**OR**

- (b) 'MIS is a good example of physical as well as information system, which finds application in diverse field of Management'. Explain the statement. 14

**SECTION—B**

2. (a) Explain how quality of information improves the knowledge and decision making capabilities of a manager. 7  
(b) List the external environment in which a manager operates. How many of them have a direct impact on the management process and hence should be considered in the MIS design ? 7

**OR**

- (c) Explain the stages involved in system development life cycle in detail. 7  
(d) Since your school days you have purchased number of books and your home library has over 200 books. Would you call this awareness of yours as a data or information ? How would you convert this awareness into information ? 7  
3. (a) Discuss the relevance and role of MIS in various phases of decision making process. 7  
(b) Identify few decisions in your life, where the outcomes were known with certainty, risk and uncertainty. Explain with neat sketch diagram. 7

**OR**

- (c) Explain how individual decision making process is different from that of organizational decision making process. 7

(d) Assume you are to take following decisions :

- (A) Hire Shridhar as Vice-President for your company.
- (B) Develop a new product.
- (C) Purchase a computer system for your department.

Identify the activities which may have preceded the choice along with classification of each activity either as intelligent, design or choice ? 7

#### SECTION—C

4. (a) What do you mean by Enterprise management system ? Explain in detail. 7
- (b) Explain how Expert system act as a consultant to the manager. 7

#### OR

- (c) Explain the major functions of Decision Support System. 7
- (d) Executive Information System (EIS) is a kind of DSS, which sits above and uses the data from MIS. What is the importance of EIS and what kind of decision EIS would support ? 7

#### SECTION—D

5. Utpal had just joined System X as system manager. But he was a worried man looking at the current state of affairs at System X. As a part of assessing hardware and software requirements. It was found that out of the 364 desktops at the corporate office; more than half did not have their antivirus software updated with recent virus signature files. Three fourth had not changed the default e-mail password (it was the username) and no one had installed operating system (OS) patches. And one of its local mail servers seemed to be an open relay ! For a fleeting moment, he wondered about the situation at the seven branch offices across the country.

System X uses the net extensively in dealing with its branches, customers and suppliers. Information like contract documents, marketing plans, cheque and draft numbers, bank account details and collection details were regularly transmitted by e-mail. Utpal's first thought was that he would recommend that system X bring in a security consultant. But the budget constraints meant that his recommendation was unlikely to find favour. He was beginning to feel a bit out of depth and was wondering what he should do to ensure that system X's data remained safe and secure.

#### Questions :

- (a) What security loopholes come to the fore in the situation described ? How can these be plugged ? 7
- (b) ERP systems are often difficult to implement. Explain what advantages the company could gain by implementing an ERP system in such situations ? 7