AK-125

April-2016

M.Sc., Sem.-VIII (CA & IT)

Management Information System

Time : 3 Hours]   **[Max. Marks : 100**

1. (a) Do as directed : **5**

    (1) Define: Standard Operating Procedures **2**

    (2) Define: E-Business **2**

    (3) Formula for Accounting Rate of Return **1**

  (b) Answer the following : **15**

    (1) What is an Information system ? Explain the activities of Information system by drawing necessary figure.

    (2) How does internet help users to perform different things ? Explain them in detail.

    (3) List out all options that are available for organizational design. Explain in brief any two.

2. Answer any **four** out of **five** : **20**

  (1) Explain : Data driven DSS with its various techniques.

  (2) What is GDSS ? Explain: How meetings are conducted and managed by the facilitator ?

  (3) Explain: Human Resource Systems from a functional perspective.

  (4) What is Supply Chain Management ? How does it work ?

  (5) How does a traditional Information system differ from enterprise systems ? Explain with example how a single transaction affects various departments in enterprise systems.

3. Answer any **four** out of **five** : **20**

   (1) What is an organization ? Explain the common features of organization.

   (2) What is a Rational Model ? Explain the three sub-models of Rational Model.

   (3) What is a value chain Model ? How does value chain and value web help a firm to grow at Business Level ?

   (4) What are Simon's stages of decision making ?

   (5) Write a note on: Firm-level Strategy and Information Technology.

4. Answer any **two** out of **three** : **20**

   (1) Explain the applications of Personnel Management.

   (2) List out any three principles of distinctive service given by Tom Peter. Also differentiate between Product and Service.

   (3) Explain the role of Hotel in Service Industry.

5. Answer any **four** out of **five** : **20**

   (1) Explain Closed System and Deterministic System by giving examples. Draw figure supporting it.

   (2) What are open systems ? List out any five characteristics of open systems as described by Katz and Kahn.

   (3) List out the steps for evaluating the proposed hardware and software. Explain any of the two steps.

   (4) What are the various options for Career Path Planning ?

   (5) Explain end user support and brief the classes of end user support.

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