K. J. Somaiya Institute of Engineering and Information Technology, Sion, Mumbai-22

(Autonomous College Affiliated to University of Mumbai)

End Semester Exam

Nov – Dec 2021

Program: B.Tech

Examination: LY   Semester: VII

Course Code: 1UITILC7053 and Course Name: Management Information System

Duration: 03 Hours   Max. Marks: 60

Instructions:

(1) All questions are compulsory.

(2) Draw neat diagrams wherever applicable.

(3) Assume suitable data, if necessary.

		Max. Marks	CO	BT level
Q 1	**Solve any six questions out of eight.**	12		
i)	What do you understand about the term informed user? What are benefits of being an informed user of information system?	2	1	U
ii)	Describe the fundamental tenets of ethics.	2	3	U
iii)	What is a business process? What are major business functions and their purpose?	2	2	U
iv)	Define Big Data, and discuss its basic characteristics.	2	2	U
v)	What are different access control mechanisms? Which process is always performed first?	2	4	U
vi)	What are characteristics of modern business environment?	2	4	U

vii)	Differentiate among a threat, an exposure, and vulnerability.	2	3	U
viii)	What is ubiquitous computing? Is there any difference between ubiquitous computing and pervasive computing?	2	6	U
Q.2	**Solve any four questions out of six.**	16		
i)	Explain with diagram managerial hierarchy wrt decision structure and information systems.	4	1	U
ii)	What are various Information Systems that can exist in any organization ? Explain their function giving one example of each system.	4	2	U
iii)	Evaluate five key factors are contributing to the increasing vulnerability of organizational information resources.	4	3	E
iv)	Write a short note on Web 2.0 describing what is web 2.0, web 2.0 IT tools, major types of web 2.0 sites, difference between traditional approach and web 2.0 approach.	4	5	U
v)	Explain with the help of diagram the knowledge management system cycle.	4	6	U
vi)	How does IT impact organizations?	4	1	U
Q.3	**Solve any two questions out of three.**			
i)	With a neat diagram, describe the components used in setting up a LAN and its working.	8	5	U
ii)	Differentiate between the MIS requirements for a small organization and a big MNC. Justify your views.	8	6	An
iii)	Evaluate the applications of MIS in a banking system with proper example.	8	2	E
Q.4	**Solve any two questions out of three.**	16		

i)	Write a short note on Customer Relationship Management describing What is CRM, Phases of CRM, Benefits of CRM, two basic elements of successful CRM policies, Types of CRM systems and their components.	8	6	U
ii)	How do the Internet and Internet technology work, and how do they support communication and e-business? What are the principal technologies and standards for wireless networking, communication, and Internet access? Why are radio frequency identification (RFID) and wireless sensor networks valuable for business?	8	5	An
iii)	What do you understand by the term BPM? Explain with the help of diagram Business Process Redesign for a business process of purchasing a book for physical store and purchasing a book online. What are the challenges faced by an organization for this paradigm shift?	8	6	Ap