

K. J. SOMAIYA INSTITUTE OF MANAGEMENT STUDIES AND RESEARCH,
Vidyavihar, Mumbai- 400077

Program: PGDM A, B (Batch 2017-19)
Subject: Design and Management of Information System
(End Term Examination)

Maximum Marks: 50

Duration: 3 Hours

Date: 30th Dec, 2017

Question 1 – Answer any EIGHT of the following

[8 x 5 = 40 Marks]

1. Why are information systems so essential for running and managing business today? List and describe six reasons why information systems are so important for business today.
2. Write short notes on
 - a. Business processes and business functions
 - b. Stages in decision making
3. What are the core activities in the systems development process?
4. Define business process management and describe the steps required to carry it out.
5. The policy followed by a company to process customer orders is given by the following rules:
 - a. If the customer order \leq that in stock and his credit is OK, supply his requirement
 - b. If the customer credit is not OK do not supply. Send him an intimation
 - c. If the customer credit is OK but items in stock are less than his order, supply what is in stock. Enter the balance to be sent in a back-order file

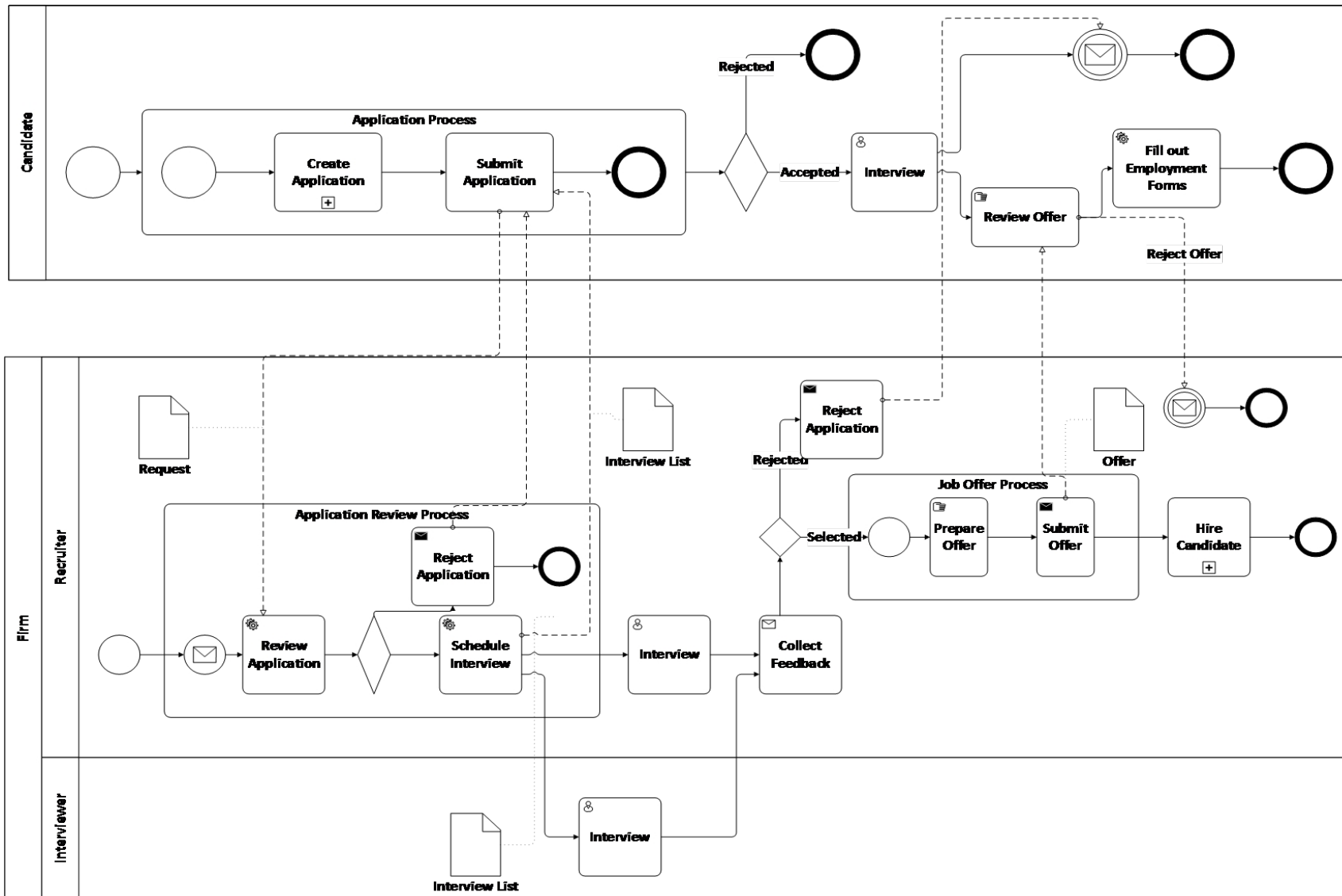
Obtain a decision table (LEDT) for the above policy.

6. Write short notes on
 - a. Enterprise application architecture
 - b. CRM Information system
7. Explain different types of reports generated by MIS and DSS.
8. Describe the characteristics of TPS, MIS, DSS and ESS and give two examples for each system.
9. Widespread courier company FedEx wants to analyze the problem of delayed delivery of packages. Create a cause-effect diagram to understand the problem.
10. The main goal of human resource management system is to make best use of the available human resources in the organization. To obtain this goal, the information necessary at various levels of management is as follows: (1) Daily attendance record, (2) Policies on wages and incentives such as stock options, (3) Performance appraisal, (4) Loans/advances and recoveries, (5) Long range human resource requirements at different levels, (6) Production incentives and relation to productivity, (7) Leave and overtime policies, (8) Policies on personal welfare and facilities, (9) short term Performance goal setting, (10) Routine assessment, (11) Policies on human resource development and training, (12) Aadhar number/ Social security number records, (13) PAN details. Classify this information as strategic, tactical, operational and statutory.

Question 2

[10 Marks]

Write the detail case scenario interpreting the following BPMN Diagram by explaining each BPMN notations used. Name the case scenario.



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