

**K. J. SOMAIYA INSTITUTE OF MANAGEMENT STUDIES AND RESEARCH,**

**Program: MIM – III SEM. (2017-20 Batch)**  
**Subject: Design and Management of Information System**  
**(End Term Examination)**

**Maximum Marks: 50**  
**19/11/2018**

**Duration: 3 hours**

**Instructions:**

- **All questions are compulsory. Options are provided for sub-questions.**
- **Write sub-questions of a question together.**
- **Draw diagrams wherever necessary.**

Q1.	A.	Define <b>any three</b> terms from the following: 1. Information 2. Transaction 3. Knowledge 4. Open System 5. Adaptive System	[6]
	B.	Give reason: Information should be timely and verifiable. <b>OR</b> Explain the data processing activities.	[4]
Q2.	A.	Classify the types of decisions. Give example of each type of decision.	[5]
	B.	For <b>any one</b> of the systems given below identify strategic, tactical, operational and statutory information. 1. Railways Management System 2. Event Management System	[5]
Q3.	A.	Explain in brief Enterprise Applications. <b>OR</b> Explain Supply Chain Management System.	[4]
	B.	Draw a process diagram for ordering food in a restaurant. Mention assumptions if any before the diagram.	[6]
Q4.	A.	Draw a decision table for the following scenario: The following represents a policy statement of franchise holders doing business with a company which gives out Franchises. The company has to decide which franchise holders of theirs should be given high priority. The franchise holders who bring in more than 1 lakh rupees business and have a good payment history are always given high priority. If the business of the franchise holder is more than 1 lakh but the payment history is bad, the company checks for the number of years for which the franchise holder has done business with them. If the number of years of business is more than 10 then high priority will be given to the franchise holders. In all other cases normal priority will be given to franchise holders.	[5]
	B.	Describe the different types of Information Systems for Decision support. <b>OR</b>	[5]

		Explain the Stages of Decision Making.	
Q5.	A.	<p>Draw a BPMN diagram for the following process:</p> <p>The Loan Request Process handles the necessary activities to receive, analyze and approve loan applications submitted by customers of a financial entity.</p> <p>A simplified version of this process consists of a couple of activities. First, a customer submits a loan request together with the required documents, then, the information submitted is verified and the application is studied. Finally, the amount of the loan is disbursed, if approved.</p>	[5]
	B.	<p>Explain the systems development process.</p> <p style="text-align: center;"><b>OR</b></p> <p>Explain the factors by which structural organizational changes are enabled by IT.</p>	[5]

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