

K. J. SOMAIYA INSTITUTE OF MANAGEMENT STUDIES AND RESEARCH
PGDM RM / COMM - Tri-II (Batch 2017-2019)
Design and Management of Information Systems

Marks: 50

Duration: 3 Hours

Date : 30/12/2017

Question 1 –Attempt ANY FIVE. Draw diagrams wherever necessary.

[5 x 5= 25]

1. Distinguish between a business function and business process. Explain with example, the concept of cross functional business process.
2. Briefly explain enterprise applications.
3. Write notes on
 - a. TPS
 - b. MIS
4. Describe the important Decision Support System Analytical Models with example.
5. What are the stages in decision making process? Distinguish between unstructured, semi-structured and structured decisions with suitable examples.
6. Explain the structural organizational changes enabled by IT.
7. Write notes on business-IT disconnect and the ways to reduce it.

Question 2- Create a decision table for the given rules.

[5 x 1= 5]

The conditions for selecting candidates for interview for recruitment of Medical Representative for a company:

The candidate is called for the interview if,

- A. Be a graduate in Science with Chemistry and Botany and/or Zoology.
- B. Have 60% and above at SSC and 50% and above at graduation
- C. Not be more than 25 years of age as on 1st Jan 2018.
- D. Have at least represented school/college in any inter-school/college competitions
- E. Have passed the selection test with 55% and above marks
- F. Enclose recommendation of two persons who are not his/her relatives.

However, in the case of a candidate who fulfills all other criteria except:

- I. A above, but has passed MSc in Chemistry with 60% or above marks, should be considered for waiting list for interview
- II. B above, should be referred to Manager Administration
- III. F above should be called to meet Manager HRD.

Based on these criteria and information provided above, decide the course of action in each case.

Question 3

[5 x 2= 10]

1. Create a cause and effect diagram to depict the causes of child labor.

2. Create a cross functional flow chart for the following health care scenario:

After arriving at the Clinic, the Patient is directed to the Receptionist to check for their appointment. The Receptionist records the patient arrival on the appointment schedule and notifies the staff that the Patient has arrived. A Nurse or Aid will escort the Patient to an examination room. Patient vitals (weight, blood pressure, temperature) are measured and recorded on the patient chart. A Doctor or Physician's Assistant examines the Patient and records the information related to the purpose of the Patient's visit (diagnosis, medical procedures performed, etc.) on the Patient's chart. The Patient checkout follows the examination. If the Patient visit is covered by insurance, the Patient provides or verifies their insurance information and their records are updated with any new or revised insurance information. The Check-Out station records the services that were provided in the Claims Ledger. The Patient makes their payment/co-payment and their visit is completed. Any payment made is recorded in the Payment Ledger.

Question 4- Create BPMN diagram for the following process.

[10 x 1= 10]

The E-LEARN company and its partners analyses the learning needs and characteristics of the target learner groups and produce a module outline which defines the areas of content to be addressed in each module. A subject-matter expert (SME), who has a broad understanding of the content areas to be addressed, is hired or appointed as a module coordinator to develop a draft module plan.

A consultative workshop with SMEs and potential partners is held to review, revise and approve the draft module plan, incorporating the views of a wide range of external experts and potential users. The approved plan is revised by the module coordinator with the into a series of stand-alone lessons of fixed length. SMEs are commissioned as content authors to develop lessons, or a series of lessons, in their area of expertise. Authors also are needed to provide knowledge assessment tests, glossary terms and a list of resources for each lesson. Content authored by SMEs is peer reviewed by other experts in the field. The materials are then provided to one or more instructional designers(ID) who determine the overall approach and instructional strategy to be used for each lesson. The lesson is then storyboarded and subjected to an SME review. The SME reviews the storyboards to check that the content has been correctly reworked by the ID. The IDs will check the work of graphic artists and developers to make sure that the final product conforms to the instructions provided in the storyboard. A CD is published for alpha testing in-house at E-LEARN. Once tested, and revised if necessary, the Version 1.0 CD is produced. The module CDs are disseminated directly by E-LEARN and through:

- i) partner organizations
- ii) national, regional, and international organizations
- iii) Distance education faculties and universities
- iv) selected development projects and programmes.

The module release is announced on the partner institution Web sites, and through on-line community. A learner support e-mail is set up at E-LEARN.

All the best!!!