

AMIETE – CS (OLD SCHEME)

Time: 3 Hours

DECEMBER 2011

Max. Marks: 100

NOTE: There are 9 Questions in all.

- Please write your Roll No. at the space provided on each page immediately after receiving the Question Paper.
- Question 1 is compulsory and carries 20 marks. Answer to Q.1 must be written in the space provided for it in the answer book supplied and nowhere else.
- The answer sheet for the Q.1 will be collected by the invigilator after 45 Minutes of the commencement of the examination.
- Out of the remaining EIGHT Questions answer any FIVE Questions. Each question carries 16 marks.
- Any required data not explicitly given, may be suitably assumed and stated.

Q.1 Choose the correct or the best alternative in the following: (2×10)

a. Information systems that monitor the elementary activities and transactions of the organizations are

- (A) Management-level systems (B) Operational-level systems
(C) Knowledge-level systems (D) Strategic-level systems

b. Information systems can facilitate supply chain management by:

- (A) tracking the status of orders (B) rapidly communicating orders
(C) providing product specifications (D) doing all of the above

c. Projections and responses to queries are information output characteristics associated with:

- (A) DSS (B) MIS.
(C) ESS (D) TPS

d. Assembling a product, identifying customers and hiring employees are

- (A) transactions (B) phases
(C) business processes (D) business functions

e. Volume of operational information is

- (A) condensed (B) detailed
(C) summarized (D) irrelevant

f. In motor car manufacturing company the following type of information is tactical

- (A) Decision on introducing a new model
(B) Scheduling production
(C) Assessing competitor's car
(D) Computing sales tax collected

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- g. Organizations have hierarchical structures because
- (A) it is convenient to do so
 - (B) it is done by every organization
 - (C) specific responsibilities can be assigned for each level
 - (D) it provides opportunities for promotions
- h. Online transaction processing is used because
- (A) it is efficient
 - (B) disk is used for storing files
 - (C) transactions occur in batches
 - (D) it can handle random queries
- i. Data mining is use to aid in
- (A) operational management
 - (B) analyzing past decision made by managers
 - (C) detecting patterns in operational data
 - (D) retrieving archival data
- j. Decision support systems are essential for
- (A) day-to-day operation of an organization
 - (B) providing statutory information
 - (C) top level strategic decision making
 - (D) ensuring that organizations are profitable

**Answer any FIVE Questions out of EIGHT Questions.
Each question carries 16 marks.**

- Q.2** a. Justify the statement: 'MIS plays a vital role in the management, administration and operations of an organization'. (8)
- b. How does the Internet work? What are its major capabilities? (8)
- Q.3** a. What are the principal technologies for supporting electronic commerce and electronic business? (8)
- b. How do information systems support the activities of managers in organizations? (8)
- Q.4** a. What are the management and organizational requirements of a database environment? (8)
- b. What is the concept of Enterprise Resource Planning? List different benefits of ERP. (8)
- Q.5** a. How can information systems help individual managers make better decisions when the problems are non routine and constantly changing? (8)

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- b. How can businesses use expert systems to capture knowledge? Explain. (8)
- Q.6** a. Why do businesses today need knowledge management programs and systems for knowledge management? (8)
- b. What is strategic analysis? Explain with an example how and where information technologies can be applied to basic business processes using value chain framework. (8)
- Q.7** a. What are the major managerial and organizational challenges posed by electronic business and electronic commerce? (8)
- b. What are the steps required to build a new information system? (8)
- Q.8** a. What is outsourcing? Under what circumstances should it be used for building information systems? (8)
- b. List few organizational benefits of Intranet. (8)
- Q.9** Write short notes on the following:
- (i) MIS and the system analysis
- (ii) Benefits of using information systems for customer relationship management.
- (iii) System building approaches to build e-commerce and e-business applications rapidly. (6+5+5)