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Roll No.

MBA
(SEM II) THEORY EXAMINATION 2022-23
MANAGEMENT INFORMATION SYSTEM

Time: 3 Hours

Total Marks: 100

Note: Attempt all Sections. If require any missing data; then choose suitably.

SECTION A

1. Attempt *all* questions in brief. 2 x 10 = 20

a. State how does MIS help to make internal changes in organisation?
b. What are IT capabilities?
c. Define the term information system.
d. What do you understand by decision?
e. "Why is information needed in any organisation" justify the statement?
f. What are management support systems?
g. Distinguish between Logical data independence and Physical data Independence.
h. Mention the aims of data mining.
i. Give the use of check constraint in SQL.
j. What is business intelligence?

SECTION B

2. Attempt the following: 15x2=30

Read the Following Case Study and Answer the Question:

Information has always played an essential and important role in working and development of organisation and the need and importance of information has been growing at an accelerated pace over ages. Information is needed for people to work cooperatively. No cooperative work is possible without the use of information to exchange knowledge and understanding on various issues like work to be performed collectively. Anjali Restaurant, Bangalore uses latest technology to maintain the information of each customer and each item sold.

A waiter takes an order at a table and then enters it online via one of the six terminals located in the restaurant dining room! The order is routed to a printer in the appropriate area- the cold item printer if it is a salad, the hot- item printer if it is a hot sandwich or the bar printer if it is a drink. A customer's meal check – listing the items ordered and the respective prices are automatically generated. This ordering system eliminates the old three – carbon-copy guest check system as well as any problems caused by a waiter's handwriting. This also saves waiters time as well as customer's time. When the kitchen runs out of food items, the cooks send out an 'out of stock' message, which will be displayed on the dining room terminals when waiters try to order that them. This gives the waiters faster feedback, enabling them to give better customer service.

This system also saves the number of items sold and hence calculates the total sale achieved by the restaurant in a day. This also helps the restaurant to achieve information about the items which are demand by customers. This helps management plan menus according to customer tastes. The systems also

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compare the weekly sales totals versus food costs, allowing planning for tighter cost controls. In addition, whenever an order is cancelled, the reasons for the cancellation keyed in. This may help later in management decisions, especially if the cancellations of orders are consistently related to food or services. Thus, Anjali restaurant achieved great success in by achieving a greater number of customers every day.

Answer any TWO parts of the following:

a. 'Why is information necessary to deliver better customer service'?Using above case study?
b. Suggest how has information system helped Anjali Restaurant to achieve more customer?
c. In the Context of this Case Study, how information system could beneficial toAnjali restaurant?

SECTION C

3. **Attempt any *one* part of the following:** **10x1=10**

a. Describe the functional areas and services of TPS?
b. What is Cloud Computing? Describe SaaS,PaaS, and IaaS in Cloud Computing?

4. **Attempt any *one* part of the following:** **10x1=10**

a. Describe Advantages and Disadvantages of Management Information System?
b. Classify decision-making systems? Also mention the types and nature of decisions.

5. **Attempt any *one* part of the following:** **10x1=10**

a. Describe Herbert Simon's model of decision – making?
b. What is the concept of GDSS? Describe its available types?

6. **Attempt any *one* part of the following:** **10x1=10**

a. Discuss the different operations used to modify the contents of database?
b. Who are the key players in business intelligence? Write the advantages and trends in BI.

7. **Attempt any *one* part of the following:** **10x1=10**

a. In What way exception handling work in PL/SQL? How many types of triggers are used in SQL? Give an example of SQL trigger.
b. Describe data warehouse functions, tools and Utilities.

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