****

**UNIVERSITY**

(Karunya Institute of Technology & Sciences)

(Declared as Deemed-to-be University under Sec.3 of the UGC Act, 1956)

Reg.No.\_\_\_\_\_\_\_\_\_\_\_\_\_

**Supplementary Examination – June – 2017**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  |  |
| **Code :** | **16MS3010** | **Duration :** | **3hrs** |
| **Sub. Name :** | **MANAGEMENT INFORMATION SYSTEM** | **Max. Marks :** | **100** |

**ANSWER ALL QUESTIONS (5 x 20 = 100 Marks)**

**Draw diagrams and give examples wherever applicable**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Q. No. |  | Questions | Course outcome | Marks |
| 1. |  | Explain in detail, the major components of an Information System. | CO 1 | 20 |
| (OR) | | | | |
| 2. |  | Elaborate on the machines and technology behind computing. | CO 1 | 20 |
|  |  |  |  |  |
| 3. |  | What is a database? And write short notes on the components of a database management system. | CO 3 | 20 |
| (OR) | | | | |
| 4. |  | What are the personal and legal issues that can arise in an organizational set up? Suggest the security measures for these issues. | CO 3 | 20 |
|  |  |  |  |  |
| 5. |  | Explain the impact of information technology in the workplace and how does green computing comes as a solution? | CO 2 | 20 |
| (OR) | | | | |
| 6. |  | Discuss the role of data communication in business, summarizing the types of network. | CO 2 | 20 |
|  |  |  |  |  |
| 7. |  | Define in detail about E-Commerce and its major categories. | CO 3 | 20 |
| (OR) | | | | |
| 8. |  | Summarize the following:   1. Supply Chain Management 2. Customer Relationship Management 3. Knowledge Management System 4. Enterprise Resource Planning | CO 2 | 20 |
|  | | **Compulsory:** |  |  |
| 9. |  | 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 preparation 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 (bill) 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. When the kitchen runs out of a food item, the cooks send out an ‘out of stock’ message, which will be displayed on the dining room terminals when waiters try to order that item. This gives the waiters faster feedback, enabling them to give better service to the customers. Other system features aid management in the planning and control of their restaurant business. The system provides up-to-the-minute information on the food items ordered and breaks out percentages showing sales of each item versus total sales. This helps management plan menus according to customers’ tastes. The system also compares the weekly sales totals versus food costs, allowing planning for tighter cost controls. In addition, whenever an order is voided, the reasons for the void are keyed in. This may help later in management decisions, especially if the voids consistently related to food or service. Acceptance of the system by the users is exceptionally high since the waiters and waitresses were involved in the selection and design process. All potential users were asked to give their impressions and ideas about the various systems available before one was chosen.  a. In the light of the system, describe the decisions to be made in the area of strategic planning, managerial control and operational control? What information would you require to make such decisions? (10 Marks)  b. What would make the system a more complete MIS rather than just doing transaction processing? (10 Marks) | CO1 | 20 |

**ALL THE BEST**