

University of Mumbai

Examinations Commencing from 23rd December 2020 to 6th January 2021 and from 7th January 2021
to 20th January 2021

Program: **Computer Engineering**

Curriculum Scheme: **Rev2016**

Examination: **BE Semester VII**

Course Code: **ILO7013** and Course Name: **Management Information System**

Time: 2 hour

Max. Marks: 80

Q1.	Choose the correct option for following questions. All the Questions are compulsory and carry equal marks
1.	Management information systems (MIS)
Option A:	Create and share documents that support day-today office activities
Option B:	process business transactions
Option C:	capture and reproduce the knowledge of an expert problem solver
Option D:	use the transaction data to produce information needed by managers to run the business
2.	If a university sets up a web-based information system that faculty could access to record student grades and to advise students, that would be an example of a/an
Option A:	CRM
Option B:	Intranet
Option C:	ERP
Option D:	Extranet
3.	An information system that supports the planning and assessment needs of executive management is
Option A:	DSS
Option B:	TPS
Option C:	ERP
Option D:	None of the above
4.	Decision makers who are concerned with tactical (short-term) operational problems and decision making are
Option A:	Middle managers
Option B:	Executive Managers
Option C:	Supervisors
Option D:	None of the above
5.	When a bank uses business performance management software to monitor its performance in differences regions this:
Option A:	Reduces cost
Option B:	Manages Risk
Option C:	Adds value
Option D:	None of the above

6.	The majority of publically available Internet information sources are:
Option A:	Created in XML
Option B:	Structured information
Option C:	Unstructured information
Option D:	None of the above
7.	Which of the following should be represented on an information flow diagram?
Option A:	entity
Option B:	source
Option C:	process
Option D:	attribute
8.	Contemporary Information Systems are interfacing with customers and suppliers using :
Option A:	CRM
Option B:	SCM
Option C:	All the above
Option D:	None of the above
9.	Which is not a typical business function?
Option A:	sales
Option B:	service
Option C:	accounting
Option D:	compensation
10.	Project Management ensures that
Option A:	Risk is assessed
Option B:	Feasibility is assessed
Option C:	System is developed at minimum cost
Option D:	None of the above
11.	Which one is NOT a phase of the systems development life cycle?
Option A:	Problem analysis
Option B:	Decision analysis
Option C:	Post implementation review
Option D:	None of the above
12.	A cross life-cycle activity of system development is
Option A:	Object modelling
Option B:	Data modelling
Option C:	Prototyping
Option D:	None of the above
13.	Customer Relationship Management is about
Option A:	Acquiring the right customer
Option B:	Motivating employees
Option C:	Implementing best practices
Option D:	All of the above

14.	A consumer buying behavior is influenced by
Option A:	Cultural factors
Option B:	Social factors
Option C:	Personal factors
Option D:	All of the above
15.	Systems used to track and identify the location of objects in real time
Option A:	GPS
Option B:	WAP
Option C:	GIS
Option D:	RTLS
16.	Computing capabilities embedded in the environment but typically not mobile
Option A:	Cloud computing
Option B:	Pervasive computing
Option C:	Distributed computing
Option D:	None of the above
17.	_____ is the precursor to cloud computing
Option A:	Abstraction
Option B:	Virtualization
Option C:	All of the above
Option D:	None of the above
18.	A wireless technology, designed to provide Internet access across metro areas to fixed (not moving) users. It is considered wireless broadband technology
Option A:	Voice portal
Option B:	Mobile portal
Option C:	Wimax
Option D:	None of the above
19.	----- computing refers to applications and services that run on a distributed network using virtualized resources.
Option A:	Distributed
Option B:	Cloud
Option C:	Mobile
Option D:	Pervasive
20.	Which of the following is essential concept related to Cloud
Option A:	Reliability
Option B:	Productivity
Option C:	Abstraction
Option D:	None of the above

Q2 (20 Marks)	Solve any Two	5 marks each
A		
i.	What is an Information System? What are Challenges of Information System?	
ii.	Write short note on DSS'	
iii.	State different components of supply chain management and explain.	
B	Solve any One	10 marks each
i.	Write Short note on Data Warehousing and data mining.	
ii.	Explain WAP architecture in detail.	

Q3 (20 Marks)	Solve any Two	5 marks each
A		
i.	What are important factors affecting the success of group decision making.	
ii.	Write short note on CRM	
iii.	Give the advantages of IT to management	
B	Solve any One	10 marks each
i.	Explain the business perspective of Information system. Identify a suitable classification for information system that could be used to automate processes in an enterprise.	
ii.	For a mid sized organization what are important factors affecting success of decision making?	