

MANAGEMENT INFORMATION SYSTEM

(For students admitted in 2014 and 2015 only)

Time: 3 hours

Max. Marks: 60

All questions carry equal marks

SECTION – A

Answer the following: (05 X 10 = 50 Marks)

- 1 What is MIS? Explain how MIS helps in improving business decision making.
OR
- 2 Explain information system architecture. Explain the significance of quantitative analysis in decision making.
- 3 Write about: (a) Formal and informal information systems.
(b) Office automation.
OR
- 4 Write a note on: (a) Decision support system.
(b) Knowledge work systems.
- 5 Write about system development life cycle.
OR
- 6 Explain system modeling and its significance to problem-solving.
- 7 What are the activities required for maintenance of MIS? Explain.
OR
- 8 Describe any two software development models.
- 9 What is software quality assurance? Explain major activities involved in software quality assurance.
OR
- 10 Explain the different approaches for validation and verification process of information systems.

SECTION – B

(Compulsory Question)

01 X 10 = 10 Marks

11 **Case study:**

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 customer's tastes. The system also compares the weekly sales total versus food costs, allowing planning for tighter cost controls. In addition, whenever an order is voided, 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.

Questions:

- (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?
- (b) What would make the system a more complete MIS rather than just doing transaction processing?
- (c) Explain the probable effects that making the system more formal would have on the customers and the management.
