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22MBA302

Third Semester MBA Degree Examination, Dec.2024/Jan.2025
Information Technology for Managers

Time: 3 hrs.   Max. Marks: 100

Note: 1. Answer any FOUR full questions from Q.No.1 to Q.No.7.
2. Question No. 8 is compulsory.
3. M : Marks , L: Bloom's level , C: Course outcomes.

			M	L	C
Q.1	a.	What do you understand by Information system?	3	L2	CO1
	b.	Describe the key aspects of management as control system.	7	L2	CO1
	c.	"Office Automation System (OAS) is transferring the workplace". Justify the given statement by discussing the characteristics and components of OAS.	10	L5	CO2
Q.2	a.	Mention atleast 3 main components of information systems.	3	L1	CO2
	b.	"The implementation of Management Information Systems (MIS) and the specific components vary depending on the needs of the organisation". Explain the statement by mentioning the different MIS components and their functions.	7	L3	CO1
	c.	What is System Analysis? Explain the roles and responsibilities of a system analyst.	10	L3	CO2
Q.3	a.	State atleast 3 benefits of MIS to organisations.	3	L1	CO1
	b.	Discuss the typical applications of Transaction Processing System (TPS) in any organisation.	7	L4	CO2
	c.	Discuss the impact of information technology on society.	10	L3	CO3
Q.4	a.	What do you understand by "Network Topology"?	3	L2	CO3
	b.	Write a brief note on "Augmented Reality" and "Extended Reality".	7	L3	CO4
	c.	Discuss the "Waterfall method" by illustrating the Structured Systems Analysis and Design Method stages in an online retail organisation.	10	L4	CO3

Q.5	a.	What do you understand by "Context Diagram Decision Table"?	3	L2	CO3
	b.	"Human Resource Information System – HRIS Streemlines Organisation Processes". Justify the statement by discussing significance of HRIS in end to end HR Management Processes.	7	L4	CO4
	c.	Examine the stages in system analysis in a manufacturing organisation.	10	L4	CO4
Q.6	a.	What is RDBMS? Give atleast one example.	3	L2	CO4
	b.	Explain the six stages of Data Processing.	7	L3	CO3
	c.	Discuss the components of Database Management System [DBMS].	10	L4	CO3
Q.7	a.	Mention atleast 3 types of Data Processing.	3	L2	CO3
	b.	Write a brief note on application of IoT in Business.	7	L3	CO3
	c.	Discuss in detail atleast 5 applications of Artificial Intelligence in Business.	10	L3	CO4
Q.8	**CASE STUDY :**				

The hospitality Industry comprises of departments establishments responsible for providing guests with bed and food at a certain cost. A waiter takes an order at a table and then enters it online through a hand held device or via one of the six terminals located in the restaurant dining room. The order is routed to a printer in the appropriate preparation area. i.e if its a salad or a ice-cream it will be the cold item printer mean while if it's a hot sandwich , hot dosa, it will be hot item printer and a beverage order will be received by a Café printer.

A Customer's meal checklist i.e.bill for the items ordered along with the respective prices are automatically generated.

The application of Management Information System in the hotel Industry to a large extent has enhanced the efficiency and the needs/wants of the customers have been addressed effectively. By implementing MIS errors have been minimized , issues with respect to waiter's handwriting resulting in a faulty have reduced and also the old system of three carbon copies gives check system has been received. This has also enabled the waiters to check the availability of the dish at the time of taking orders, resulting in a better service to the consumers. The system has also enabled the restaurants to track weekly sales totals, planning for cost controls etc.

Questions :

	a.	Explain with a neat diagram the process on how consumer order are converted to final service in restaurants.	10	L3	CO2
	b.	Discuss how MIS can improve the order taking process in restaurants.	10	L3	CO2