PRESIDENCY UNIVERSITY, BENGALURU
SCHOOL OF MANAGEMENT

Max Marks: 100   Max Time: 180 Mins   Weightage: 40 %

2017 MBA I Semester

END TERM FINAL EXAMINATION

I Semester AY 2017-2018   **Course: MGT 102 Management Information System**   30 DEC 2017

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Part A

[6Q x 5 M= 30 Marks]

1. What are the Five Key Issues of Networking?

2. Name any Five of the Seven Network Devices?

3. List the Five Major Management Issues of Information Systems Development?

4. Draw the Waterfall Model of Systems Development?

5. Name any Five of the Eight New Technologies (ICT).

6. Draw the Network Security Model.

Special Instructions: Be specific and precise in your answer.

Part B

[8 Q x 5 M= 40 Marks]

7. What are various types of Connecting Medium?

8. Name the 5 (Five) Issues of Computer Networking.

9. Name the 5 (Five) Categories of Network.

10. What are differences between Intranet and Extranet?

11. Name the 5 (Five) Common Problems of System Development and Maintenance.

12. What is Prototyping? Explain the use and abuse of Prototyping.

13. What are 5 (Five) Ds of Social Engineering?

14. Name the 5 (Five) most used approaches of Information Security Services.

Part C

[5 + 10 + 10 + 5 = 30 Marks]

15. Assume that you have been appointed as Manager of an upcoming Five Star luxury Hotel – 'Hamara Hotel' of Yalahanka (HHY) district and you have been asked to develop a Hotel Management Information System (HMIS) for HHY. Please identify the followings:

a. Identify the Key Business Processes of Hotel Management Systems.   **[5 Marks]**

b. Figure out the 'Control Points' and Matrix that you need to monitor to access the performance of the business operations of HHY.   **[10 Marks]**

c. Which Systems Development Method You will Follow to develop the Key Hotel Management Information System (HMIS) and Why?   **[10 Marks]**

d. Which Governance Model you will follow to Monitor, Control and Implement the required HMIS for HHY?   **[5 Marks]**

Max Marks: 60   Max Time: 120 Mins   Weightage: 20%

2017 BATCH MBA I SEMESTER

MID TERM EXAMINATION

I Semester AY 2017-2018   Course: **MGT 102 Management Information Systems**   14 NOV 2017

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Part A

Answer the Following Questions: **(5 Q x 2 M= 10 Marks)**

Special Instructions: Be specific and precise in your answer.

1. What is Information?
2. What are inter-relationships of Data, Information & Knowledge?
3. What are three layers of Management Focus?
4. What are 3 major tasks of Management?
5. What is a System?

Part B

Answer the Following Questions: **(5 Q x 6 M= 30 Marks)**

Special Instructions: Be specific and precise in your answer.

6. Draw the Diagram for Value Chain of Business?

7. Name any 6 (Six) values of Information?

8. Name 5 Cs of Business Management Information Systems (BMIS)

9. Name any 6 (Six) steps of the 9 (nine) steps of (Business Management Information Systems) BMIS design?

10. What are the seven variables of IS performance?

Part C

Answer the Following Questions: **(4 M + 6 M + 10 M= 20 Marks)**

Special Instructions: Part C Questions are thought provoking questions of Database Design. Your answer must be based on the analysis of the specified situation. Use Pencil while Drawing the Diagrams. Remember logical reasoning is an iterative process. Your first Drawing and the Final Drawing most likely be different. Follow the iterative process to find the correct Entity Attribute Relationship Diagram (EARD).

11. Assume that you have been hired by ABC Retail Super-store in Bangalore to design its database. After brainstorming with the ABC store managers, you come up with the following specifications:

    - The store is identified its name, branch code and the address. Each store has multiple departments, identified by their names.

    - Each department may have many employees but only one of them is the department manager.

    - Employees are identified by their names. We also need to record their salaries. Each employee may work in only one department. Managers are employees as well, although each of them also gets to manage one department.

    - The store sells various items identified by item ID's. Each item is carried by exactly one department, while each department may carry many items. For each item, we also need to keep a short description, listed Price and its quantity in stock.

    - The store deals with a number of suppliers identified by their names. We need to record their addresses. Each supplier supplies an item at a particular price. A supplier may supply many items, and the same items could be supplied by other suppliers (probably at different prices).

    - The store receives orders from customers which is identified by order ID's. Each order has a date, a shipping address, and may include different quantities of multiple items.

    You have to do the followings to develop the database for ABC retail store:

    a. Identify the Entity Set (All Entities) of ABC Store   **(4 Marks)**

    b. Draw the EA (Entity Attribute Diagram) of any three Entities.   **(6 Marks)**

    c. Draw an Entity Attribute Relationship Diagram (EARD) diagram of ABC store's operation. Underline the key attributes and include arrowheads indicating the multiplicity of relationships.   **(10 Marks)**

*** Good Luck ***