

741

Register No.:

October 2018

Time – Three hours  
(Maximum Marks: 75)

- [N.B: (1) Q.No. 8 in PART – A and Q.No. 16 in PART – B are compulsory. Answer any FOUR questions from the remaining in each PART – A and PART – B  
(2) Answer division (a) or division (b) of each question in PART – C.  
(3) Each question carries 2 marks in PART – A, 3 marks in Part – B and 10 marks in PART – C.]*

PART – A

1. Define MIS.
2. What is system control?
3. What is personnel management?
4. What are the objectives of ERP?
5. What is BPR?
6. What is KBES?
7. What is data processing?
8. Define planning.

PART – B

9. Write about MIS and the user.
10. What are the components of a system?
11. What is service sector?
12. Mention any three ERP components.
13. What is the objective of TQM of information system?
14. What are the tools of planning?
15. What is extranet?
16. State the difference between conventional package and ERP.

[Turn over.....

PART - C

17. (a) (i) What are the impact of MIS?  
(ii) Briefly explain the role of MIS in management.  
(Or)  
(b) What is organization? Explain the organization behaviour.
18. (a) Explain the different types of decision methods.  
(Or)  
(b) Explain in detail the management of quality in MIS.
19. (a) Explain the production management system with a neat diagram.  
(Or)  
(b) Explain MIS and the role of DSS.
20. (a) Explain any two ways of implementing an ERP system in an organization. Write its advantages and disadvantages.  
(Or)  
(b) Explain the customer expectations in ERP package.
21. (a) What is business process? Explain the process model of the organization.  
(Or)  
(b) Explain web enabled business management.

-----