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Question Paper Code: CMB009

MBA II Semester End Examinations (Supplementary) - May, 2019

Regulation: -R16

**MANAGEMENT INFORMATION SYSTEM AND ENTERPRISE RESOURCE
PLANNING**

Time: 3 Hours

(MBA)

Max Marks: 70

Answer ONE Question from each Unit

All Questions Carry Equal Marks

All parts of the question must be answered in one place only

UNIT – I

- Discuss the functions of management information systems? Write are the characteristics of management information system? [7M]
 - Define management information system and explain briefly the information system strategic for dealing with the competitive force? Elaborate the different types of management information systems? [7M]
- Explain the importance of information systems in organizations? List the advantages and components of expert system? [7M]
 - "Systems play a pivotal role in sustaining competitive advantage"? Justify? [7M]

UNIT – II

- Explain decision support systems along with types. Write the reasons for decision support system? [7M]
 - Zazen Systems Pvt. Limited is a spare parts manufacturing company. They have a manufacturing unit in Tambaram and Guindy in Chennai, apart from these they also have production facilities in Coimbatore, Madurai and Villupuram. They are a traditional manufacturing company with all processes being done physically. Help them understand how ERP, SCM and CRM will benefit their company? [7M]
- Elaborate the importance of business intelligence and knowledge management in organizations? [7M]
 - What are the categories of E-commerce? Illustrate the E-commerce sales life cycle and explain its importance. [7M]

UNIT – III

- State and explain the information system strategies. Describe the information security triad with its components. [7M]
 - Define Information system planning. Discuss system planning using Nolan's six stage model. [7M]
- Define system maintenance? Describe system maintenance along with different types? [7M]
 - Write a brief note on information system security. How can you secure information in your organization? Explain with the tools used? [7M]

**UNIT – IV**

7. (a) Illustrate the systems development process in detail? [7M]
(b) Structured analysis development is the best way to build a system. Justify? [7M]
8. (a) Explain the advantages and disadvantages of spiral model of system development? [7M]
(b) Illustrate the waterfall model along with advantages and disadvantages? [7M]

UNIT – V

9. (a) Define cyber crime. What are the reasons for cyber crime? Explain cyber crimes along with types. [7M]
(b) Discuss the legal perspectives on cyber crime? Explain the global perspectives on cyber crime? [7M]
10. (a) Discuss the origin of cybercrime? Examine the effect of cyber crimes on information security? [7M]
(b) Explain in detail about Indian perspective on cybercrime. Briefly explain the IT Act 2000? [7M]

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