



Code: 14E00207

MBA II Semester Supplementary Examinations June 2019

**MANAGEMENT INFORMATION SYSTEM**

(For students admitted in 2014 (LC), 2015 & 2016 only)

Time: 3 hours

Max. Marks: 60

All questions carry equal marks

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**SECTION – A**

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

- 1 Explain the architecture of management information system.  
**OR**
- 2 Discuss the importance of information for management decisions.
- 3 Write about decision support system.  
**OR**
- 4 Write short notes on "Artificial Intelligence".
- 5 Explain system modeling for MIS.  
**OR**
- 6 Write about system analysis.
- 7 Explain software life cycle modeling.  
**OR**
- 8 Discuss in detail about cost benefit analysis.
- 9 Write about pitfalls in MIS development.  
**OR**
- 10 Discuss about software merits and software quality assurance.

**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.

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This helps management plan menus according to customer's tastes. The system also compares the weekly sales totals versus food costs, allowing planning for tighter cost controls. In addition, whenever an order is voided, the reasons for 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.

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