University of Mumbai

Examinations Commencing from 7ᵗʰ January 2021 to 20ᵗʰ January 2021
Program: **Institute Level Elective**
Curriculum Scheme: Rev2016
Examination: BE Semester VII
Course Code: ILO 7013 and Course Name: Management Information System

Time: 2 hour   Max. Marks: 80

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Q1.	Choose the correct option for following questions. All the Questions are compulsory and carry equal marks
1.	Management information systems (MIS)
Option A:	create and share documents that support day-today office activities
Option B:	Process business transactions (e.g., timecards, payments, orders, etc.)
Option C:	capture and reproduce the knowledge of an expert problem solver
Option D:	use the transaction data to produce information needed by managers to run the business
2.	The term used to describe those people whose jobs involve sponsoring and funding the project to develop, operate, and maintain the information system is
Option A:	information worker
Option B:	internal system user
Option C:	systems owner
Option D:	external system user
3.	The person who ensures that systems are developed on time, within budget, and with acceptable quality is a
Option A:	systems designer
Option B:	project manager
Option C:	systems owner
Option D:	external system user
4.	Which one of the following is not a business driver for an information system?
Option A:	business process redesign
Option B:	knowledge asset management
Option C:	proliferation of networks and the Internet
Option D:	security and privacy
5.	A task of developing a technical blueprint and specifications for a solution that fulfils the business requirements is undertaken in the following phase of the system development process
Option A:	system initiation
Option B:	system implementation
Option C:	system analysis
Option D:	system design
6.	If a university sets up a web-based information system that faculty could access to record student grades and to advise students, that would be an example of a/an

Option A:	CRM
Option B:	intranet
Option C:	ERP
Option D:	extranet
7.	Which of the following is not a technology driver for an information system?
Option A:	enterprise applications
Option B:	object technologies
Option C:	knowledge asset management
Option D:	collaborative technologies
8.	Which of the following is a deliverable of the system implementation phase in a formal system development process?
Option A:	technical hardware and software solution for the business problem
Option B:	business problem statement
Option C:	statement of the system users' business requirements
Option D:	technical blueprint and specifications for a solution that fulfils the business requirements
9.	An information system that supports the planning and assessment needs of executive management is
Option A:	DSS
Option B:	TPS
Option C:	ERP
Option D:	None of the above
10.	Decision makers who are concerned with tactical (short-term) operational problems and decision asking are
Option A:	middle managers
Option B:	executive managers
Option C:	supervisors
Option D:	mobile managers
11.	The application of information to scan an organisation's environment is:
Option A:	external communication.
Option B:	information overload.
Option C:	sensing.
Option D:	internal communication.
12.	When a bank uses information to launch a personalised credit card product this:
Option A:	manages risks.
Option B:	creates a new opportunity.
Option C:	adds value.
Option D:	reduces costs.
13.	When a bank uses business performance management software to monitor its performance in differences regions this:
Option A:	reduces costs.
Option B:	manages risks.

Option C:	adds value.
Option D:	creates a new opportunity.
14.	When a bank offers web self-service for customers to answer their questions, the primary outcome is:
Option A:	adds value.
Option B:	manages risks.
Option C:	reduces costs.
Option D:	creates a new opportunity.
15.	The general transformation cycle for information is:
Option A:	information to data to knowledge.
Option B:	knowledge to data to information.
Option C:	data to knowledge to information.
Option D:	data to information to knowledge.
16.	The most important attribute of information quality that a manager requires is:
Option A:	relevance.
Option B:	media.
Option C:	presentation.
Option D:	timeliness.
17.	To improve the performance of a business process, which of the following is most relevant?
Option A:	Input.
Option B:	Processing.
Option C:	Control and feedback
Option D:	All of the above.
18.	Monitoring the legal constraints which a company operates under requires review of:
Option A:	a company's customers.
Option B:	a company's outputs.
Option C:	a company's macro-environment.
Option D:	a company's micro-environment.
19.	The majority of publicly available Internet information sources are:
Option A:	created in XML.
Option B:	structured information.
Option C:	normal information.
Option D:	unstructured information.
20.	Records management:
Option A:	is a discipline limited to digitised paper documents.
Option B:	is a discipline limited to library books.
Option C:	is a discipline limited to paper documents.
Option D:	none of the above.

Q2	Solve any Two Questions out of Three	10 marks each
A	Explain in detail various types of computer based information system.	
B	Define ethics, list and describe four categories of ethical issues.	
C	Explain characteristics of big data and describe issues with big data.	

Q3	Solve any Two Questions out of Three	10 marks each
A	Describe how social computing is beneficial to organization.	
B	What are the applications and advantages of mobile commerce?	
C	Explain in detail phases of system development life cycle and any one model of SDLC.	