MBA.T.1/10.177

M.B.A. (TRAVEL AND TOURISM) DEGREE I SEMESTER EXAMINATION NOVEMBER 2010

SMT 2107 INFORMATION TECHNOLOGY FOR MANAGERS

Time : 3 Hours   Maximum Marks : 50

(All questions carry **EQUAL** marks)

(5 x 10 = 50)

I. A. (a) What are the major functions of an operating system? (4)
   (b) Briefly discuss the salient features of the following Operating Systems:
       (i) DOS (ii) Windows (iii) UNIX. (6)

   OR

   B. (a) Draw a flow chart for finding the largest of any three given numbers. (5)
      (b) Write a brief note on generation of computers and programming languages. (5)

II. A. (a) Explain briefly the features of LAN, WAN and Enterprise-wide networks. (6)
    (b) What is EDI? What are its salient features? (4)

    OR

    B. (a) What is EFT? Briefly describe its significance and relevance? (4)
       (b) Explain the concepts of (i) E-commerce (ii) m-commerce. (6)

III. A. (a) What do you mean by DSS? (3)
     (b) What is RDBMS? Discuss the major features of RDBMS. (3 + 4 = 7)

     OR

     B. (a) What is GIS? Briefly explain its salient features. (4)
        (b) Discuss the concepts (i) TQM (ii) Benchmarking. (6)

IV. A. Explain the features of (i) Travel and Tourism Information Systems
    (ii) International Tourism Event Information Systems. (5+5=10)

    OR

    B. Explain briefly (i) SCM (ii) CRM (iii) BPR (4 + 3 + 3 = 10)

V. A. "IT has become an important tool in enhancing the competitiveness of tourism
   industry". Comment. (10)

   OR

   B. Discuss the main Implementation and Transition problems related to adoption
      of Information Systems. (10)

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