



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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