MBA(P)/III. 12.13. 1047

MBA (PT) DEGREE III SEMESTER EXAMINATION
DECEMBER 2013

SMP 2304 INFORMATION TECHNOLOGY FOR MANAGERS
(2012 Admission)

Time: 3 Hours

Maximum Marks: 50

PART A
(Answer *ALL* questions)

$(5 \times 2 = 10)$

I.   Distinguish between data and information. Is it necessary that data processing should always be done by an electronic computer in an information system?

II. Enumerate the major network topologies.

III. What do you mean by DFD? Draw a simple DFD relating to any information system.

IV. Explain very briefly the three levels of management and the specific types of information systems relevant to each level.

V.   Briefly discuss the concept of BPR.

PART B
(Answer *ANY FIVE* questions)

$(5 \times 4 = 20)$

VI.   'Different types of decisions require different types of information.' Discuss.

VII. Discuss the concepts of (i) E-Commerce, and (ii) M-Commerce.

VIII. Briefly describes LAN, MAN and WAN.

IX.   Briefly discuss the stages in SDLC.

X.   Write a short note on ESS (or EIS).

XI.   What do you mean by a knowledge-based system? Explain.

XII. CRM has got vital significance in today's banking industry. Examine the statement.

PART C
(Answer *ANY TWO* questions)

$(2 \times 10 = 20)$

XIII. 'Today IT is indeed a competitive tool, not just an enabler of business activities'. Discuss on the statement with the help of examples.

XIV. What are the major implementation and post-implementation issues in system development?

V.   Write notes on *any two* of the following:
   (i)   EDI
   (ii)   SCM
   (iii) Disaster recovery and business continuity.

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