



**MBA (PT) DEGREE II SEMESTER EXAMINATION MAY 2014**

**SMP 2202 INFORMATION TECHNOLOGY FOR MANAGERS.**  
(Supplementary – prior to 2012 admission)

Time: 3 Hours

Maximum Marks: 50

(Answer *ALL* questions)

(5 × 10 = 50)

- I. (a) How do the different roles of system software and application software affect you as a business end user?  
(b) What is the relevance of flowchart in system programming? Describe the various categories of flowcharts.
- OR**
- II. (a) Explain briefly PC architecture.  
(b) Is It necessary for all end users to learn operating systems to work on computer systems effectively? Comment.
- III. (a) What are the advantages of using internet as the infrastructure for electronic commerce and electronic business?  
(b) What is client/server computing? What are the different roles of each?
- OR**
- IV. (a) Explain with examples how information technology helps in business transformation.  
(b) Explain the various topologies of network.
- V. (a) Explain the different database models.  
(b) What is meant by knowledge management? How would you create and maintain knowledge base?
- OR**
- VI. (a) Define DBMS. What are the advantages and disadvantages of database system?  
(b) What is a DSS? How does it differ from MIS?
- VII. (a) “ERP can perform certain tasks of an organization in well-structured manner.” Describe in brief.  
(b) What do you mean by SCM? Which problems need to be addressed by SCM?
- OR**
- VIII. (a) Explain briefly the features offered by simulation packages.  
(b) What is CRM? What does a good CRM program need to do in order to be effective?
- IX. (a) ABC company is a leading food chain having 20 stores in the city. It manages all its raw material inventory on real-time space, keeps record of its sales and manages account on daily basis. The management wants to procure the computer system for its complete business. What are the kinds of hardware and software the company would require?  
(b) What is the relevance of digital signature in the protection of digital information?
- OR**
- X. (a) How are internet technologies affecting the structure and work roles of modern organizations? Illustrate with examples.  
(b) What are the security problems seen in the increasing use of internet in business?