



MBA.P. IV/04.13. 0411

**MBA DEGREE (PT) IV SEMESTER EXAMINATION APRIL 2013**

**SMS 2405 MANAGEMENT INFORMATION SYSTEM**

Time: 3 Hours

Maximum Marks: 50

(5 × 10 = 50)

- I. A. Discuss different methodologies for systems development.  
**OR**  
B. Give an outline of applications of information technology.
- II. A. Briefly outline the activities involved in system analysis.  
**OR**  
B. Explain the system design process.
- III. A. Define normalization. Explain first, second and third normal forms with suitable examples.  
**OR**  
B. Discuss the implementation of Hardware and Software systems.
- IV. A. What is a DSS? What are its capabilities and characteristics?  
**OR**  
B. Write notes on:  
(i) DSS generators  
(ii) Graphics menus
- V. A. Explain in detail the features of any two important modules in an ERP.  
**OR**  
B. How is the use of computer based systems relevant and significant in Customer Relationship Management?

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