

NOTE:

1. Answer question 1 and any FOUR from questions 2 to 7.
2. Parts of the same question should be answered together and in the same sequence.

Time: 3 Hours

Total Marks: 100

1.
 - a) "Managing as practice is an art, the organized knowledge underlying the practice is a science." Do you agree with the statement? Give justification for your answer.
 - b) Explain Maslow's theory for motivation.
 - c) Describe how information systems have changed the way businesses operate and provide products/ services to their customers.
 - d) What is an Expert System? How they can be used in an organization?
 - e) What does your firm risk by ignoring the security vulnerabilities identified?
 - f) Distinguish between a push-based and pull-based model of supply chain management.
 - g) What are the different ways to perform input control for a system?

(7x4)

2.
 - a) Define computer crime. Provide examples of crime in which computers are targets and examples in which computers are used as instruments of crime.
 - b) Describe measures for improving software quality and reliability.

(10+8)

3.
 - a) Define agile development and explain how it can speed up system-building?
 - b) Define the traditional systems lifecycle. Describe each of its steps and its advantages and disadvantages for systems building.

(6+12)

4.
 - a) Supply chain management is less about managing the physical movement of goods and more about managing information. Discuss the implications of this statement.
 - b) List and describe the challenges posed by enterprise applications. Explain how these challenges can be addressed.

(6+12)

5.
 - a) What is the difference between e-business, e-commerce, and e-government?
 - b) Describe the characteristics of transaction processing systems (TPS) .Further discuss the role TPS play in business using the example of Point of Sales terminal of a retail store.

(6+12)

6. You work at the business headquarters for a chain of five star hotels operating at different locations in India. This hotel chain also provides membership services to customers. A customer can book room through hotel website, telephone or on arrival. They are planning to use information systems for managing various business processes. As IT consultant you need to answer following questions:
 - a) Who all will be your respondents for capturing requirements of the information system? Further, what kind of questions you will ask from different respondents and why?
 - b) List the different business processes a hotel has? Discuss how these processes can be better coordinated through the use of E-business technologies? Justify the answer with an example.

(8+10)

7. Discuss following concepts:
 - a) Cyber Crime
 - b) Software Licenses
 - c) SWOT analysis

(6+6+6)