

## B3.1-R4: MANAGEMENT FUNDAMENTALS & INFORMATION SYSTEMS

### 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) "Decentralization is an optional policy but still organizations go for it." In the light of this statement, discuss why an organization decides to go for decentralization.
- b) 'Organizational Leaders are born and are never developed.' Do you agree with the statement? Support your answer with necessary arguments.
- c) 'For an organizational success, Sound Planning should always be supported by Sound Controlling.' Discuss the relationship between planning and controlling in the light of the given statement.
- d) 'The vulnerability of information systems is increasing as we move to a world of networked and especially wireless computing.' Suggest any two measures through which an organization can control vulnerability of its information systems.
- e) 'Competition is no longer between companies; it is between supply chains.' Highlight the importance of the Supply-Chain Management for an organization in the light of the given statement.
- f) Like all other systems, information systems have a life cycle with chronological stages. Explain briefly the chronological stages of information system life cycle.
- g) Re-engineering and not merely automation, of business processes is necessary to derive full advantage of Information Technology. Explain.

(7x4)

2.

- a) Describe briefly the following thoughts and approaches of the management evolved over a period of time.
  - i) The Classical Approach
  - ii) The Behavioural Approach
  - iii) The Management Science Approach
  - iv) The System Approach
  - v) The Contingency Approach
- b) State the role of *grapevine* in an informal organization.

(15+3)

3.

- a) 'The internetworked enterprise is the best model for the business use of information technology in the present century.' Do you agree or disagree? Give reason(s) for your answer.
- b) Identify the three basic data needs of Finance Manager, Production Manager; and Marketing Manager for their respective decision making problems.
- c) One of the concerns of the consumers making online purchases is about the confidentiality of their credit/debit card information that is vulnerable to interception by network sniffers. You are required to suggest any two security measures, which can take care of this concern of the consumers.

(5+9+4)

- 4.
- a) 'Transaction Processing Systems (TPS) have become *backbone* of today's organizations. Not only that, they are wide spread throughout an organization.' In the light of the statement, discuss various types of TPS in business organizations. What functions do they perform? Give examples of each.
  - b) "None can imagine E-Commerce without Internet." Do you agree with the statement? Also, state the advantages of using Internet as one of the basic infrastructures for E-Commerce.
- (12+6)**

- 5.
- a) "Fraud is a fraud whether it is criminal or civil or computer." Define computer fraud and distinguish it from criminal or civil fraud. Also, list the methods and ways through which an organization can prevent computer fraud.
  - b) Explain the role a system analyst during Systems Development Life Cycle (SDLC).
- (12+6)**

- 6.
- a) "A Decision Support System (DSS) is an interactive software-based system intended to help decision makers compile useful information from a combination of raw data, documents, and personal knowledge, or business models to identify and solve problems and make decisions". Comment highlighting the characteristic and features of DSS and the typical decisions that might of be supported by DSS.
  - b) What are the risk factors responsible for failure of ERP (Enterprise Resource Planning) implementation?
- (12+6)**

7. "No system can achieve its stated objectives unless and until it is backed and supported by suitable control system. So is Information System." Considering this, write about the following (**any three**) general controls as techniques of information system controls:
- i) Operating system controls
  - ii) Data management controls
  - iii) Organizational structure controls
  - iv) Systems development controls
- (6x3)**