# UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
## End Semester Examination, December 2018

**Course:  Introduction to Information Systems Management**
**Programme:MBA(Oil & Gas)**                                    **Semester:  I**
**Time: 03 hrs.**                                                         **Max. Marks: 100**
**Instructions:All questions are compulsory.**                  **Course Code:DSIT7002**

| S. No. | | Marks | CO |
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| | **SECTION A** | | |
| Q 1 | Differentiate between Concept of Data, information and knowledge using appropriate examples | 4 | **CO1** |
| Q2 | Define and analyze the Enterprise Collaboration Systems? | 4 | **CO3** |
| Q3- | Analyze all the three stages of information related to Managerial levels. | 4 | **CO1** |
| Q4- | What is prototyping? Briefly explain its types. | 4 | **CO2** |
| Q5 | Analyze the difference between verification and validation? | 4 | **CO2** |
| | **SECTION B** | | |
| Q1 | Critical evaluate the feature and application of Executive Information System(EIS)? | 5 | **CO3** |
| Q2- | "At the onset of the new Millennium the implementation of the enterprise systems by organisations took place at a very tremendous pace."In context to the above mentioned statement, briefly describe the reasons why organisations felt it was important for them to implement enterprise systems during the late 1990's and early 2000's | 5 | **CO6** |
| Q3 | By stating one example for each type, briefly analyse the various types of e-Commerce with respect to direct selling of products and services. | 5 | **CO5** |

| Q4 | Modern Organisation rely on information Systems and Information Technology for supporting their business process and achieving competitive advantage .Your task is to analyze and evaluate the difference between these terms using suitable examples. | 5 | CO5 |
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## SECTION-C

| Q1 | With the help of a well elaborated example from the business environment, describe the different type of effects of IT implementation on the organisation and the industry as a whole. | 6 | CO5 |
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| Q2 | "MIS and DSS are two types of information systems which are used extensively in the organisations but differ a great deal I terms of usage."With reference to the above statement and by stating examples from the business world, distinguish clearly between MIS and DSS | 6 | CO3 |
| Q3- | Differentiate between Waterfall and V-models.? Explain the difference in two as per different phases of software development life cycle.Draw the diagram. | 6 | CO4 |
| Q4- | Explain Various types of information systems? Draw the Chart of IS | 6 | CO3 |
| Q5- | What is BPR. Explain its types ,characteristics , objectives ,advantages and disadvantages? | 6 | CO4 |

## SECTION-D

| Q1 | With reference to the Indian Railways Catering and Tourism Corporation(IRCTC), analyze its current position by using the different forces of the Porter's Five Forces Model and also devise strategy to overcome the challenges described above. | 10 | CO4 |
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| Q2 | "Decision Support Systems are supposedly adhoc systems used in organisational decision making." Comment on the statement by stating the reasons on why these systems are called 'adhoc' . Critically analyze and evaluate the different components of decision support systems. | 10 | CO3 |

| Q3 | Draw a Data Flow Diagram (DFD) for the process description given below. You will be awarded marks even in case you draw a partial DFD.<br><br>A Large Pizza business makes pizza and sells them. The pizzas are manufactured and kept in cold storage for not more than two weeks. The business is split into a number of functional units. There is Production Control, Manufacturing ,Stores, Accounts , Sales, Shipping and Purchasing. Production Control are Responsible for organising which pizzas to order in what order and in what quantity. They need to schedule the production of the pizzas according to the current and expected sales order together with the number of pizzas already in Stores.Accounts deal with the payments for the pizzas when delivered to the customer and the payment to the suppliers of the raw materials. Sales deal with the customer orders whilst purchasing organise the buying of raw material from suppliers. Shipping manage the packing and delivery of the goods to the customer with delivery note.When a sales order is received by sales they record what is being ordered and by whom. They also record the details of the expected date of delivery.Production Control access this information and make sure that, if required, pizzas and produced by manufacturing and are ready in Stores for when the delivery needs to be made.After the delivery is made Accounts make sure that the customer receives an invoice and the payment or the invoice is received at which time a receipt is issued, Purchasing look at the current stock of raw materials and by using current stock levels, supplier turnaround times and quantity to be ordered decide what needs to be ordered on daily basis. Their aim is never to run out of an ingredient to minimise the amount of raw material kept in stock. | 10 | CO4 |
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