

Name. _____		Printed Pages:02		
Student Admn. No.: _____				
School of Business Backlog Examination, June 2023 [Programme: BBA] [Semester: 2]				
Course Title: Information System for Management Course Code: BBAD1012		Max Marks: 100 Time: 3 Hrs.		
Instructions:	1. All questions are compulsory. 2. Assume missing data suitably, if any.			
		K Level	COs	Marks
SECTION-A (15 Marks)		5 Marks each		
1.	List various benefits of using Information Systems.	K2	CO1	5
2.	Discuss the limitations and advantages of waterfall model of SDLC.	K2	CO2	5
3.	Write short note on – Data Encryption and Decryption.	K2	CO2	5
SECTION-B (40 Marks)		10 Marks each		
4.	Explain various types of Information Systems in detail.	K2	CO1	10
5.	Illustrate upon the role of Enterprise Resource Planning in any business organization.	K4	CO2	10
6.	How the effectiveness of any Information System can be measured in any organization?	K3	CO3	10
7.	OR In detail, explain various tangible and intangible cost of Information System to any company.	K4	CO4	10
SECTION-C (45 Marks)		15 Marks each		
8.	Illustrate upon various security issues related to Information System. Also provide effective solutions to the security problems.	K3	CO3	15
9.	Read the following case study and answer the questions: <b style="text-align: center;">Information System in a Restaurant A waiter takes an order at a table, and then enters it online via one of the six terminals located in the restaurant dining room. The order is routed to a printer in the appropriate preparation area: the cold item printer if it is a salad, the hot-item printer if it is a hot sandwich or the bar printer if it is a drink. A customer’s meal check-listing (bill) the items ordered and the respective prices are automatically generated. This ordering system eliminates the old three-carbon-copy guest check system as well as any problems caused by a waiter’s handwriting. When the kitchen runs out of a food item, the cooks send out an ‘out of stock’ message, which will be displayed on the dining room terminals when waiters try to order that item. This gives the waiters faster feedback, enabling them to give better service to the customers. Other system features aid management in the planning and control of	K5	CO4	15

	<p>their restaurant business. The system provides up-to-the-minute information on the food items ordered and breaks out percentages showing sales of each item versus total sales. This helps management plan menus according to customers' tastes. The system also compares the weekly sales totals versus food costs, allowing planning for tighter cost controls. In addition, whenever an order is voided, the reasons for the void are keyed in. This may help later in management decisions, especially if the voids consistently related to food or service. Acceptance of the system by the users is exceptionally high since the waiters and waitresses were involved in the selection and design process. All potential users were asked to give their impressions and ideas about the various systems available before one was chosen.</p> <p>a) In the light of the system, describe the decisions to be made in the area of strategic planning, managerial control, and operational control? What information would you require to make such decisions?</p> <p>b) What would make the system a more complete MIS rather than just doing transaction processing?</p>			
<p>10</p>	<p>Explain the features of following SDLC Models:</p> <p>a) Waterfall Model b) Prototype Model</p> <p style="text-align: center;">OR</p> <p>Using suitable diagram, explain the working of various phases of System Development Life Cycle.</p>	<p>K5</p>	<p>CO5</p>	<p>15</p>