

MODEL ANSWER OF (MIS)

B.Tech (Seventh Semester) Exam, 2013 [CS6]

SUBJECT CODE - [AS-4229]

SECTION - 'A'

Ques 1 Fill in the blanks:->

(i) There are three dimensions of Information system they are organization, MANAGEMENT & TECHNOLOGY.

(ii) Two approaches used for development & implementation of the MIS are Prototype approach & Life cycle approach.

(iii) Write down two advantages of Critical Success factor approach. (any two)

=> (1) It takes into account the changing environment with organization managers.

(2) This method involves the organization's managers directly in the development of system.

(3) It is most suitable to develop the DSS and ESS systems.

(4) It takes consensus of all the managers in the designing of the system.

(iv) Write down two differences between Business Plan and MIS plan?

<u>Business plan</u>	<u>MIS plan</u>
(1) Business goals & objectives	① MIS, objectives, consistent to the business goals & objectives
(2) Business plan & strategy	② Information strategy for the business plan implementation playing a supportive

(V) Define Strategic Information system?

⇒ Strategic level is the management hierarchy refers as top level management of an enterprise. It is the process used to develop, refine and implement activities in order to achieve the desired outcome determined by the top-level management.

Strategic Information system is the change management of the goal, operations, practices, or environment relationship of an enterprise to help the management to gain an edge over competition. In brief, the strategic information system often changes the organizational plans as well as its products, services and internal procedures driving the organization into new behaviour patterns.

(vi) The role of manager in BPR is negligible. (T/F)
⇒ (FALSE)

(vii) There are three types of decisions which should be taken in the system they are structured, Semi-structured & Unstructured.

(viii) Define Tactical information system.

⇒ Tactics means the art of arranging troops, warships, etc. during a battle, in order to ~~with~~ win or gain an advantage over one's opponent.
TIS deals with tactical plans which deal with middle level management for establishment of procedures, rules, schedules and execution of plans.

(ix) Describe any two role of manager in the organization?

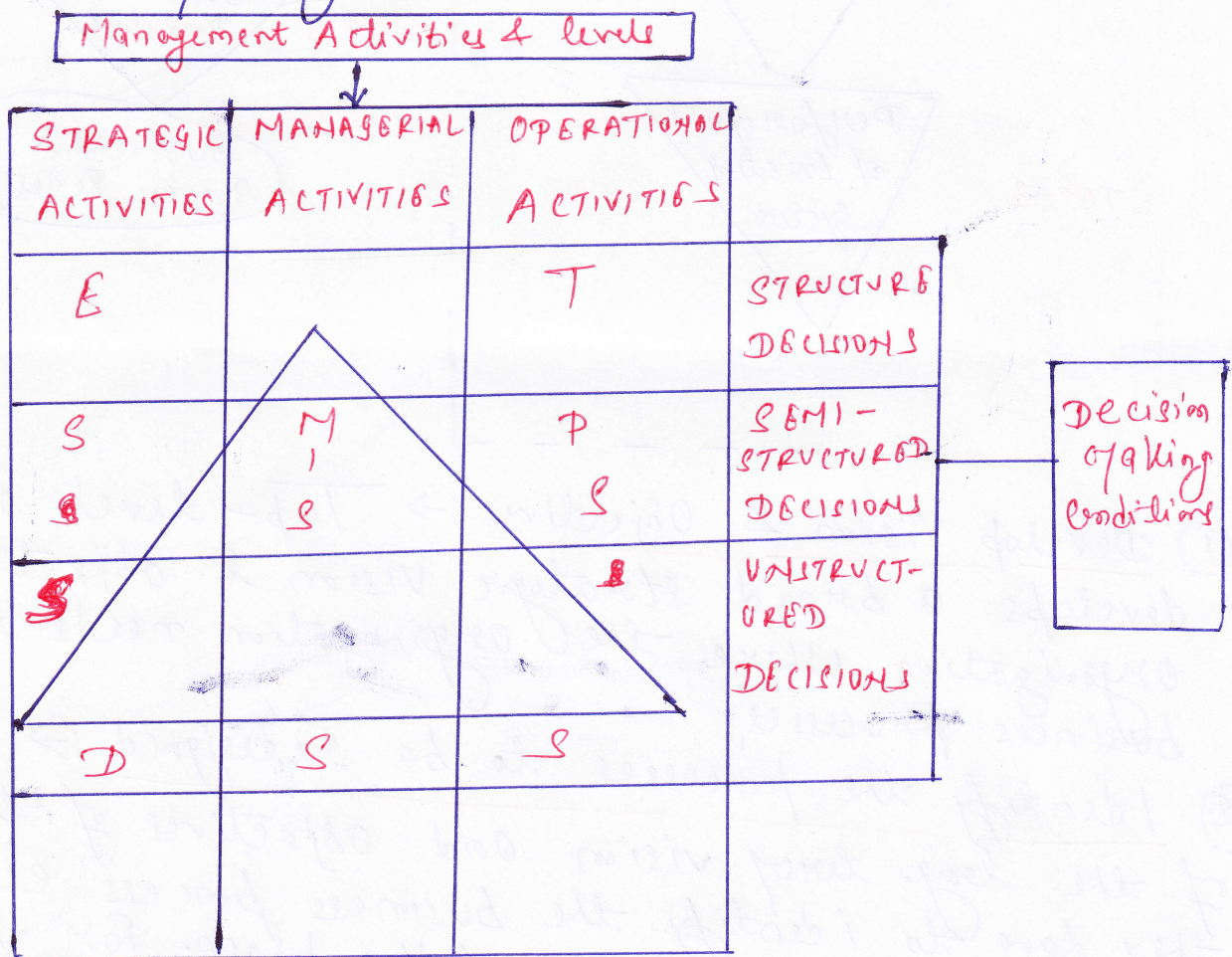
⇒ The two roles of manager in the organization:-

① DECISIONAL ROLE - (Description) It is used for unstructured, structured, semi-structured decision making.

② Interpersonal Role - It act as entrepreneur to represent the company among others on outside of the organization.

(X) Draw the block diagram of classification of Information system based on managerial activities, levels & Decision making conditions.

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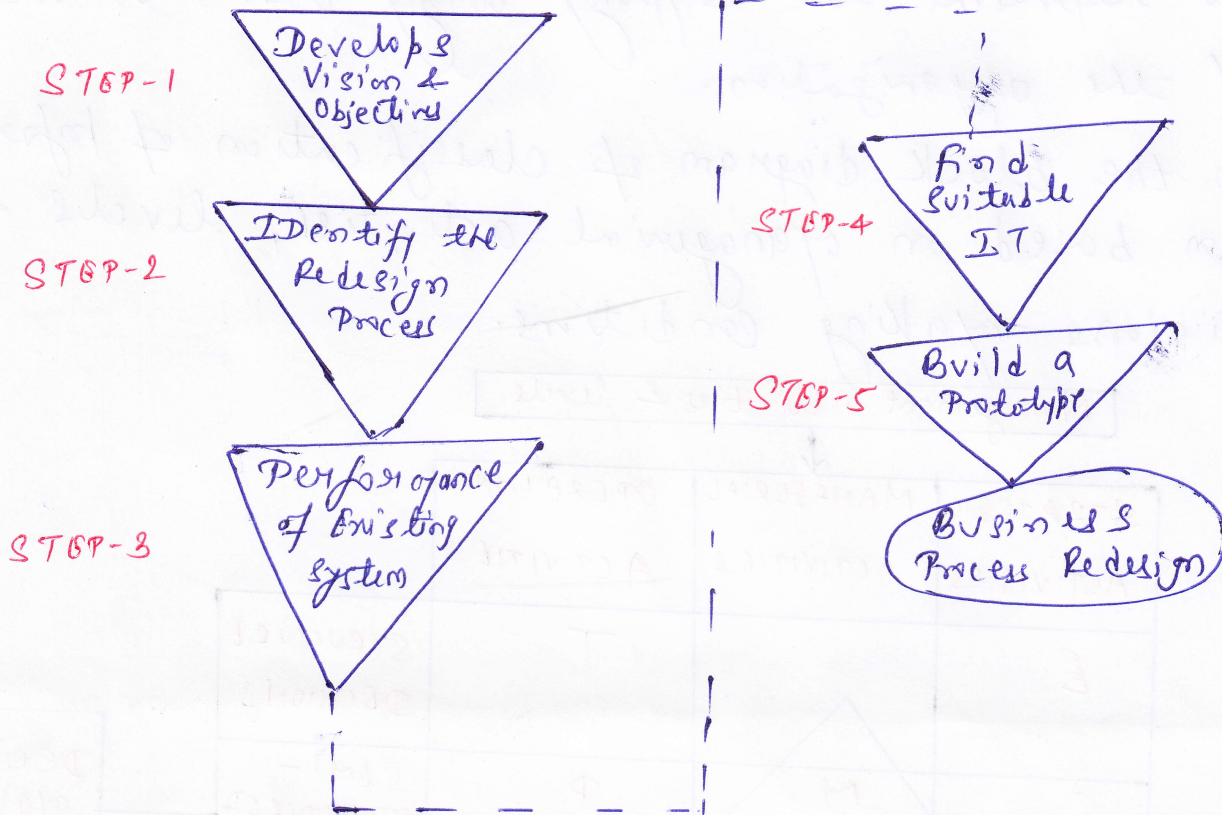
SECTION - 'B'

UNIT - I

Ques 2

(a) Describe the steps involved in the process of BPR with proper figure.

⇒



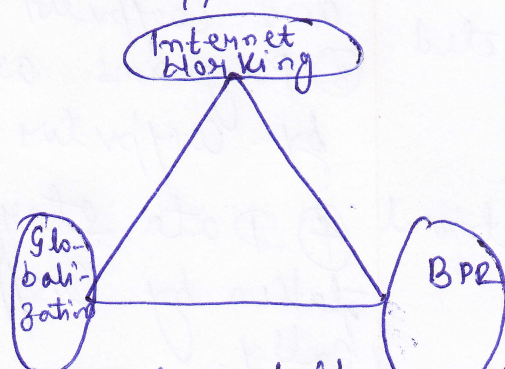
- ① Develop Vision & Objectives ⇒ Top-level management develops a broad strategic vision & objectives of the organization where the organization needs to redesign business processes.
- ② Identify the processes to be redesigned ⇒ After analysis of the long-term vision and objectives of the organization, they have to identify the business process elements where the need of redesign is taken place. For that, management should identify the groups, functions and people to involve in the change process of system.
- ③ Measure the Performance of Existing System ⇒ Before going to redesign the system it is necessary to review & analysis the existing system physically and logically process of activities, information flow & other

processes. It can provide an understanding of the existing system & also possible to find the bottleneck areas where the need of BPR requires.

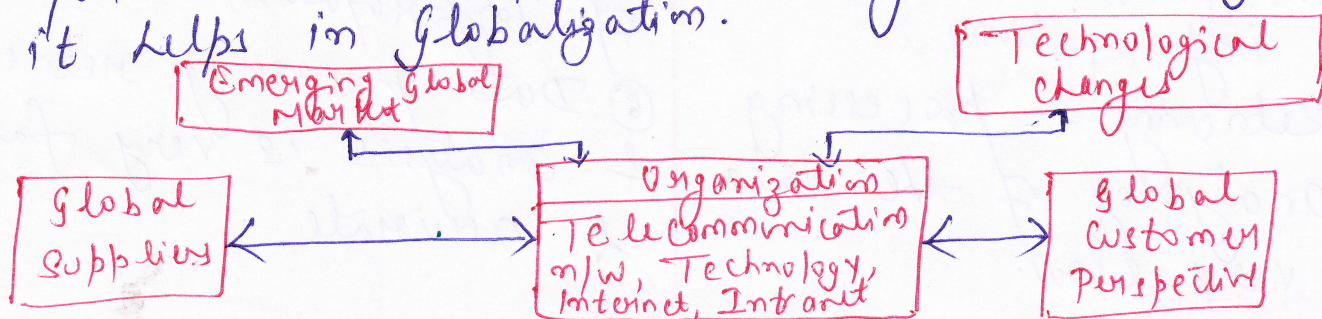
(4) FIND SUITABLE IT $\Rightarrow$ BPR is the radical redesigning of an organization through sophisticated computer and information technology, therefore, an efficient redesign of organizations, one must select the an appropriate IT tools & technology.

(5) Build a Prototype System $\Rightarrow$ After completing all the needed steps of the BPR, the last phase of it is to build a prototype of new processes. It can provide an insight into the actual system benefits out of the re-designing. The prototype of new system also assists the designers to understand the consequences of proposed redesign of business processes.

(b) Describe the competitive advantages of Information System.



(1) Information system helps organization to expand its business into global market as an expansion and growth strategy. i.e it helps in Globalization.



- ② The internet is changing the way of business & people work, and the information technology support business operations and end user activities. So, Information system is very much helpful in Internetworking.
- ③ Information system is also helpful in Business Process Reengineering (BPR). Which is very important for competitive advantage.

(c) Write down the difference between Traditional and Computer based information system

TRADITIONAL IS	CBSIS
① Information system that handled by the people by manually, that is papers, files & books. ② It consist of people, files, racks & alarms. ③ Procedures are instructed by people. ④ Data storage and retrieval can taken by manually. ⑤ Manually the concerned person involve to produce the information. ⑥ Retrieving & processing & analysing of the data is very slow.	① Information system that includes computer, an all the data and files stores electronically. ② It consist of people, procedures, data programmers and computer software. ③ Programs are instructed by computer. ④ Data storage and retrieval taken by computer electronically. ⑤ Computer can processed itself in the production of information. ⑥ Data processing, retrieving & analysis is very fast & accurate.

UNIT - II

Ques 3 (a) Write down the difference between DSS & MIS.

DSS	MIS
① DSS stands for Decision Support System. ② MIS system provides manager with routine flows of data & assist in the general control of the organization. ③ DSS established what tools are used in the decision process. ④ DSS pro provides integrated tools, data models, & language to users.	① MIS stands for Management Information System. ② DSS provides assistance in special decision or class of decision. ③ MIS identify information requirements. ④ MIS provides structured information to end users.

(b) "DSS is very much helpful in decision making" Justify the statement.

⇒ DSS is "an interactive computer based system, which help decision making utilizes data models to solve unstructured or non-programmed decisions makings".

The architecture of DSS is as follow:-

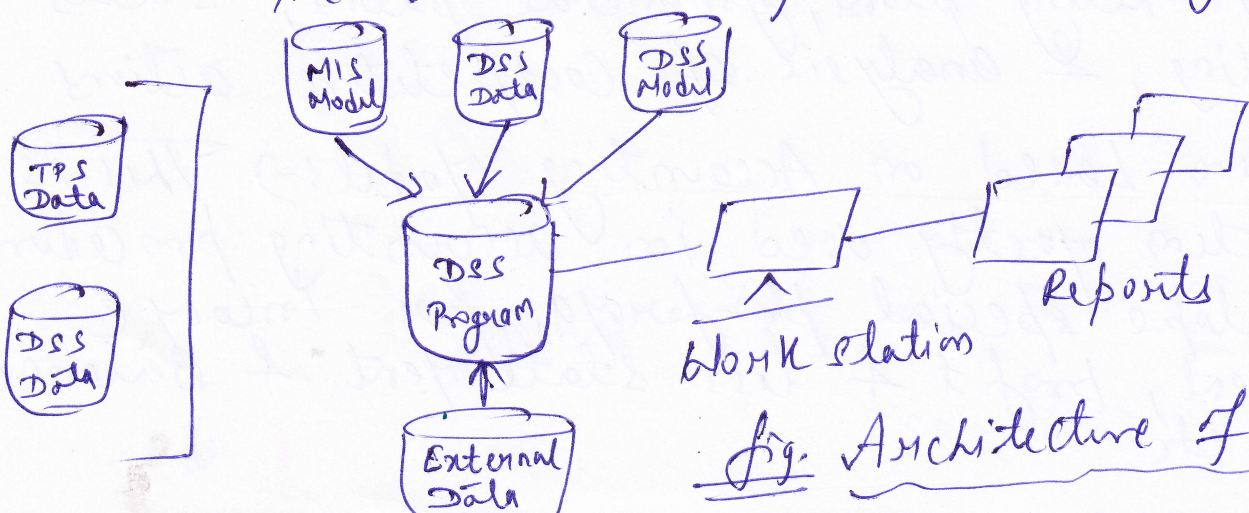


Fig. Architecture of DSS

⇒ So, As per the fig., TPS, MIS & DSS databases are the input to the DSS program. DSS may store and later reprocess its own model data as well. The user interacts with the DSS online, requests are made. The DSS models are carried out the data analysis for the decision facilities. The o/p of the DSS is either of text report or graphs, when the input is Query and the o/p is Result in the form of Reports. So, we can say that "DSS is very much helpful in decision making."

(c) Describe any four types of DSS.

1) DATA ACCESS SYSTEM ⇒ This system can provide an ad hoc access database. This capability is equivalent to what is offered by most DBMS through a query language.

2) DATA ANALYSIS SYSTEM ⇒ This system helps to analyze the historical & current data, either on demand or periodically.

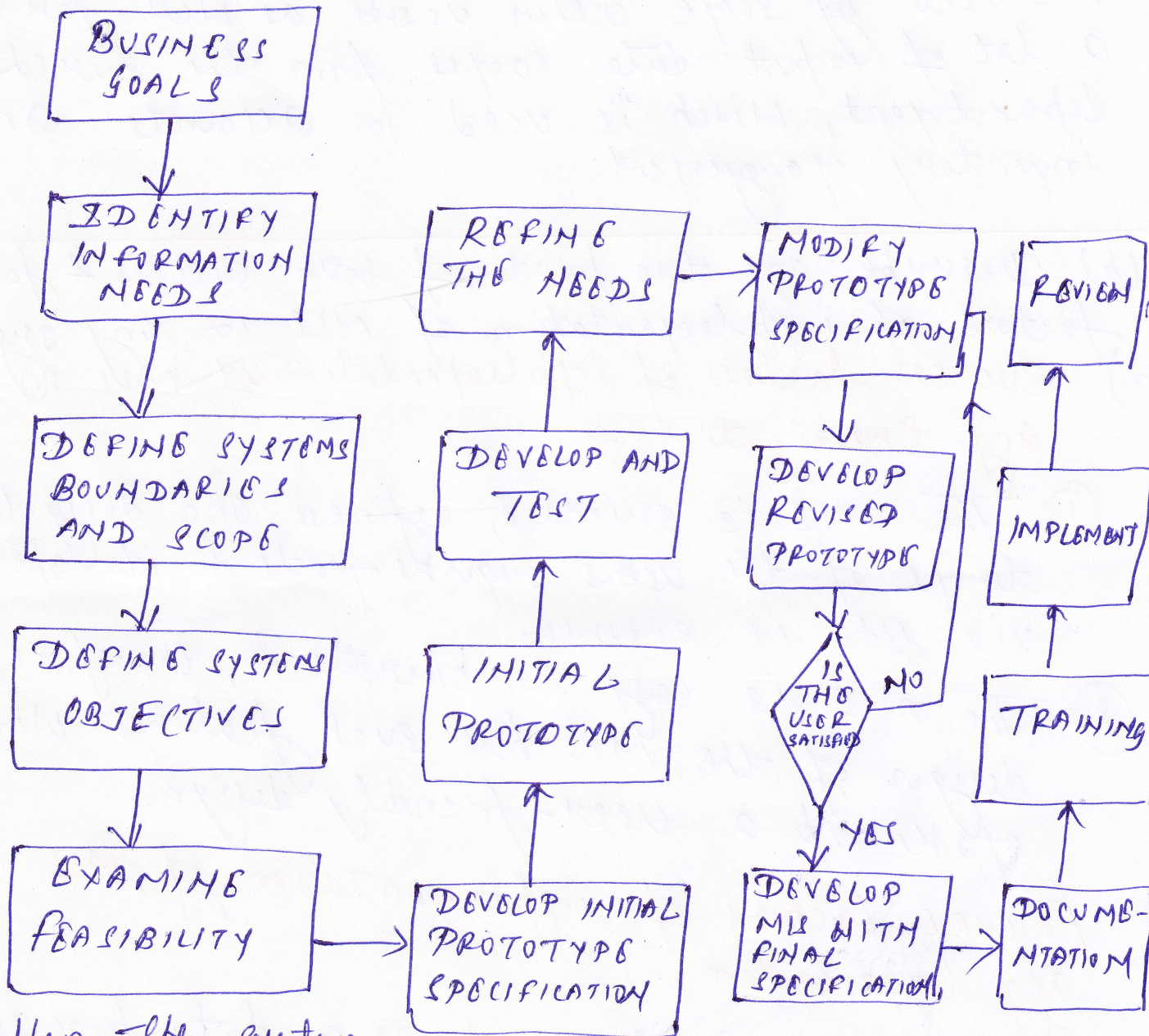
3) Forecast Oriented Data Analysis system ⇒ This system generally assist in developing products plans, marketing plans, financial plans, sales forecasting, & analysis of competitive actions.

4) System based on Accounting model ⇒ This is the system mostly used in accounting procedures. It develops special programs for Income statement, profit & loss statement & Balance sheets etc.

UNIT - III

Ques 4 (a) Describe any one approach which is used in development of MIS methodology with proper block diagram.

⇒ PROTOTYPE APPROACH:->



⇒ When the system is complex, the development strategy is Prototype of the system. Prototyping is a process of progressively ascertaining the information needs, developing methodology, trying it out on a smaller scale with respect to the data & the complexity, ensuring that it satisfies the needs of the users, & assess the problems of development & implementation.

This process, therefore, identifies the problem areas, inadequacies in the prototype fulfillment of the information needs. In the prototyping approach, the designer's task becomes difficult, when there are multiple users of the same system & the inputs are used by some other users as well. For example; a lot of input data comes from the purchase department, which is used in accounts and inventory management.

(b) Describe any two points of both success & failure factors of implementation of MIS in any organization

2) **Success factors of implementation of MIS in any organization :-**

- ① The MIS is oriented, defined and designed in terms of the user's requirements & its operational viability is ensured.
- ② The MIS is easy to operate & therefore, the design of the MIS has such features which make up a user-friendly design.

Failure factors of implementation of MIS in any organization :-

- ① The MIS is conceived as a data processing and not as an information processing system.
- ② The MIS is developed without streamlining the business processing systems in the organisation.

(c) "MIS is a core part of Business" Is it true or false justify your answer.

⇒ MIS is defined as "An information system is effective if it helps to accomplish the goals of the people and the organizations that use it".

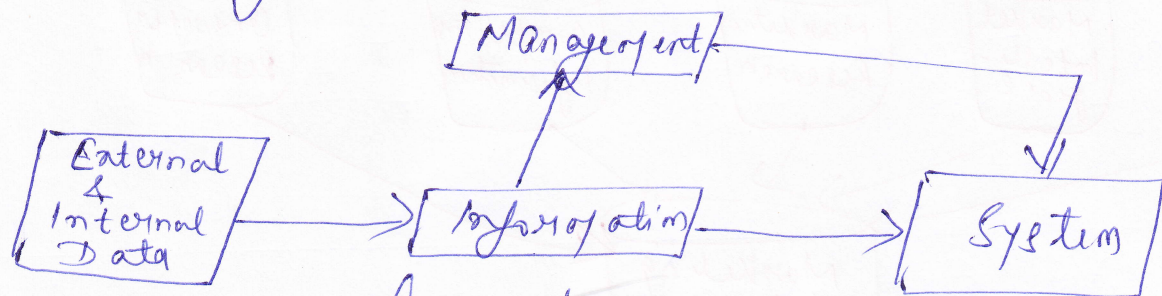


Fig: working of MIS.

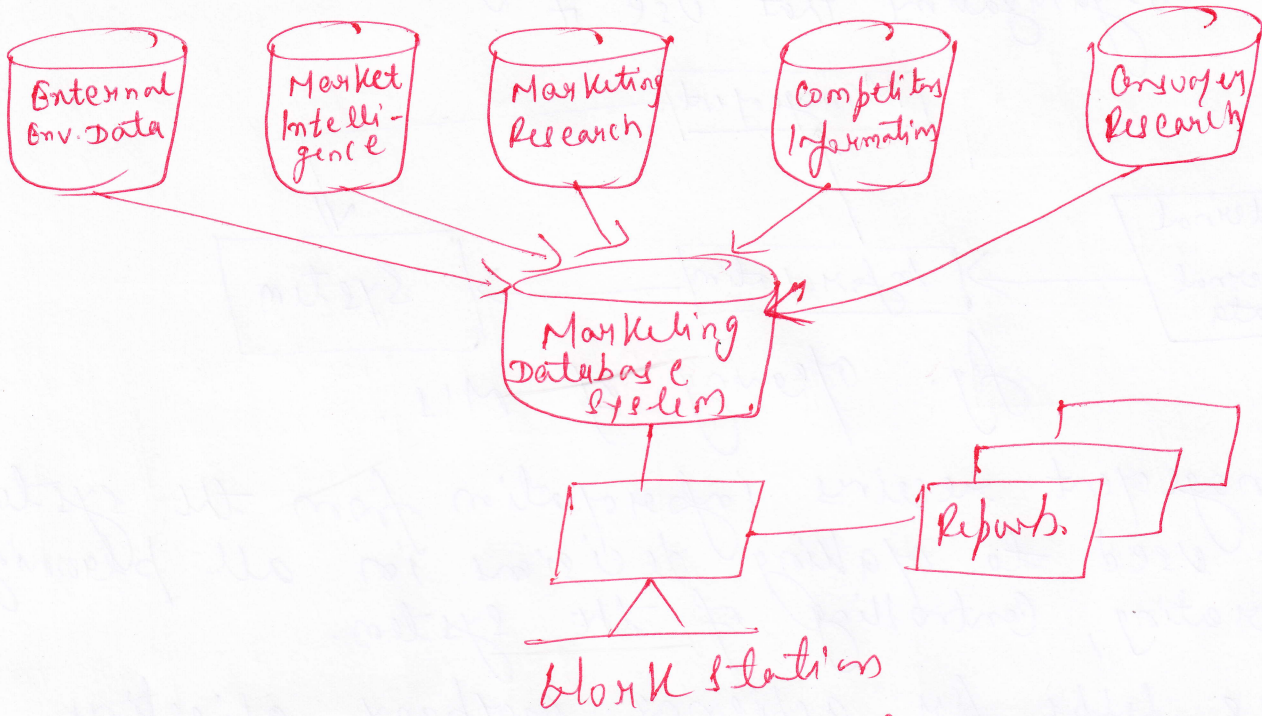
- ① Management receives information from the system and used to making decisions in all planning, operating, controlling of the system.
- ② MIS helps for achieving company objectives.
- ③ Information consisting of orderly selected data from internal & external, & uses for the organizational system progress.
- ④ External & Internal data gather through the data processing components for generation of information for decision making.
- ⑤ MIS helps in each level of management Top level, Middle level & Operational level and helps in decision making such as structured, Semi-structured, Unstructured. So we can say MIS is a core part of Business to reach Business goal on time.

UNIT IV

Ques 5

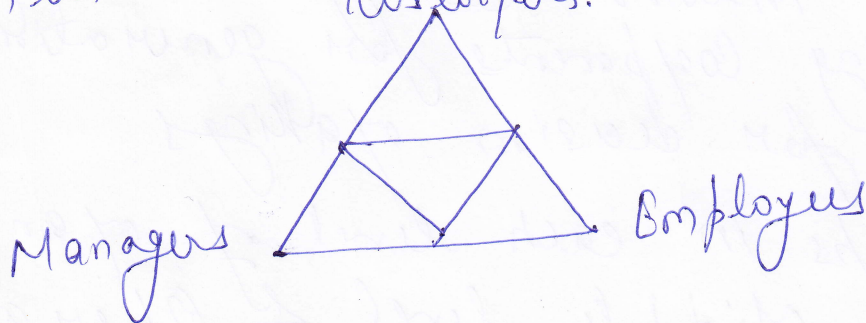
(a) Describe the architecture & application of marketing IS.

⇒ The architecture of MkIS is as follow:→



2) Application of MkIS :-→

- ① Sales force Automation.
- ② Interactive marketing Weblogers.



③ Accounting

④ Decision analysis.

MkIS :-→ Information system that support the planning, control & transaction processing required for the accomplishment of marketing activities, such as sales management, advertising & promotion.

(b) "Marketing Information system & Financial Information system depends on each other" Is it true or false, Justify your answer?

⇒ Financial Information system → Information system that support financial managers in the financing of a business and the allocation & control of financial resources. Including cash & securities management, Capital budgeting, financial forecasting and financial planning. The application of FIS are:→

- ① Online Accounting system.
- ② Inventory Control
- ③ Account Payable & Receivable
- ④ Working Capital management
- ⑤ Capital Budgeting.

And the application of MKIS are:→

- ① Sales force Automation
- ② Interactive marketing.

So, As the name resembles the application of MKIS can not be fulfilled without finance which is given by FIS and the application of FIS can not be fulfilled by MKIS, So, we can say that Financial IS & MKIS both depends on each other to reach the goal of an Organization.

① Describe any four application of HRIS?

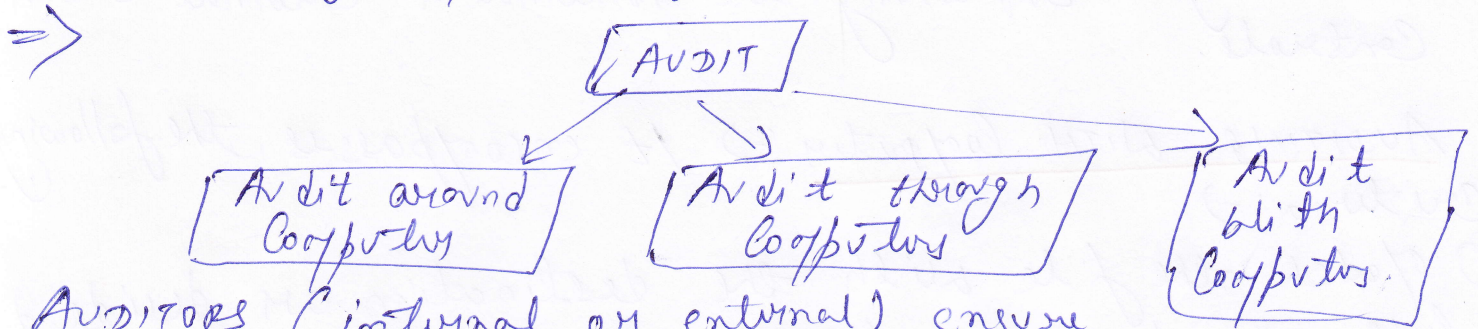
1) Recruitment & Selection :- Recruitment & Selection is the main content of HRM. However, selection of the right person, right time & right place is the part of manpower planning, & also it is challenging task to the HR managers.

2) Training & Development :- Training & Development is the one of key functions of HR management. The organization performance and productivity mainly depends on the ability, skill, talent of the personnel. In order to develop these kinds of qualities among the personnel, the HR managers have to initiate to conduct training programs.

3) STAFFING & Compensation :- Staffing is one of the functions of HR must be supported by the information system & technology.

4) Payroll System :- Payroll is the oldest area where the information system & technology using. To calculate the compensation, wages, salaries of the employees the payroll system applied.

Ques 6 (a) Write a short note on "Auditing of Information System".



AUDITORS (internal or external) ensure the reliability of the computer based financial & relative records & also ensure its security & its without any frauds.

⇒ There can be 3 ways with which we can perform Auditing :-

① AUDIT AROUND Computers :- In this we are only concerned with the input & o/p variables. In this there is no skills required and no programming language knowledge & operations are required. It is easy to implement and test accuracy & reconcile the input.

② AUDIT THROUGH Computers :- Here the full program is checked for testing the system. An audit trail is set up which outputs the intermediate results & if an error occurs it tracks back to the source of the error. Sometimes some predecided inputs are taken & results are taken out & matched with the expected results. If it doesn't match then we say that there is an unauthorized attempt. The audit through computers has the following functions & components :-

① Track the variable & print out the result.

② Print the transactions & print out the intermediate results as specified by some criteria

- ③ Print entire journal of a transaction & print the results as specified by scope criteria.
- ④ Evaluating & Exploring the debit & credit.
- ⑤ Evaluating & Exploring the internal & external batch controls.

⑧ AUDITING WITH COMPUTER:- It encompasses the following criteria:-

- ① Match the file with the destination or decided file as per specification.
- ② Extracting records from the record items.
- ③ Tallying when the key changes from one form to another.
- ④ Total of the record items as per specified.
- ⑤ Using the computer for almost all purposes.

(b) Write a short note on "End User Development".

e) The development of system which is entirely done by the end user is called End User Development. Its without any technical assistance. It performs the following functions:-

- ① Access the reports
- ② Gather the information required.
- ③ Develop the system by its own.

ADVANTAGES:-

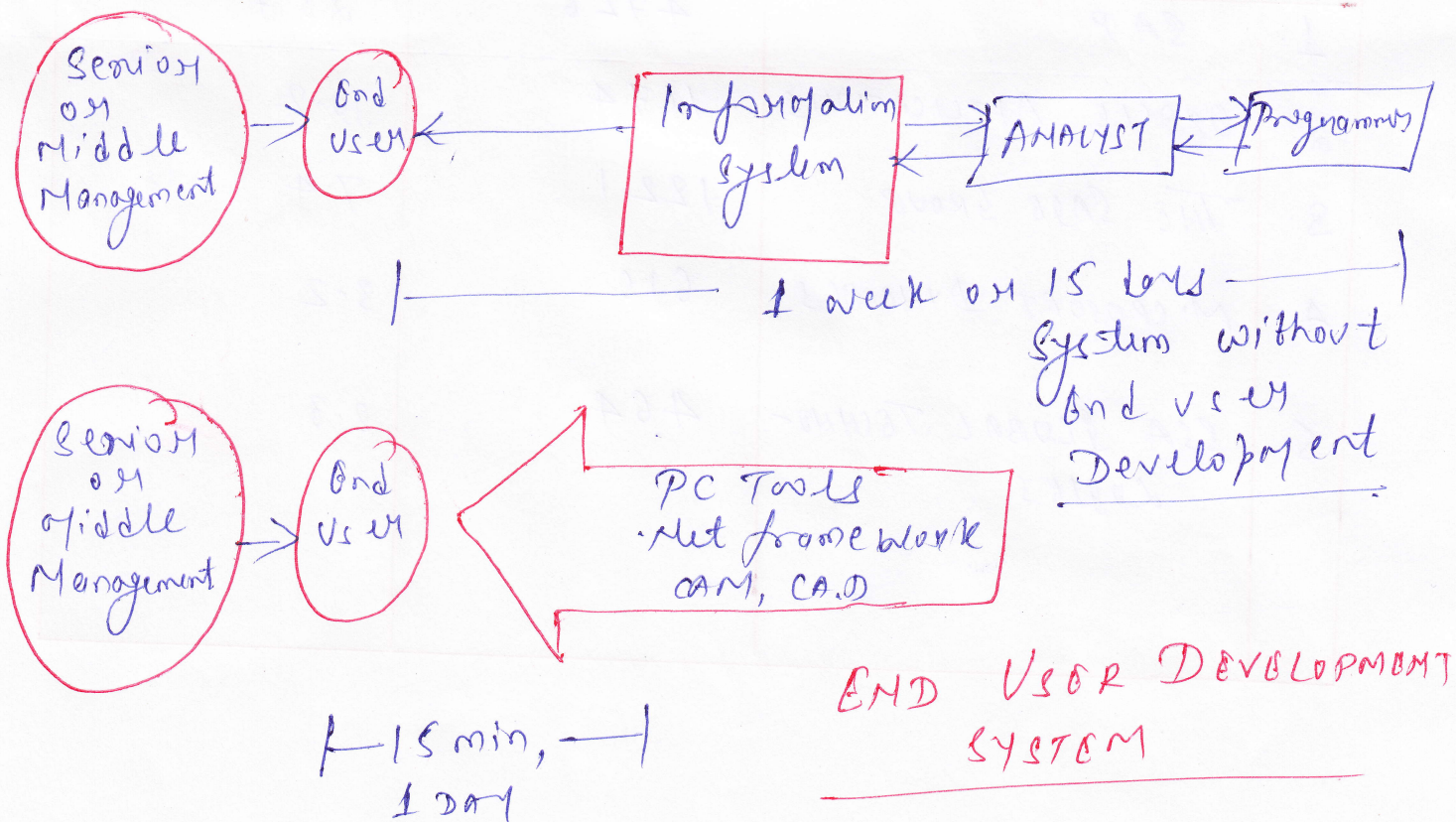
- ① Involvement of end users is a lot.
- ② High level of satisfaction.
- ③ Work is performed at a faster pace.

Disadvantages:-

- ① The 4th generation tools can't replace scope of the conventional programs still.
- ② It can't handle large volumes of data.
- ③ The risk is high.
- ④ As there is no proper methodology or procedure, hence it is likely to make mistakes.
- ⑤ The user makes use of raw data again & again, so there is redundancy.

The Management Information System, to control the End User Development should :-

- ① Define the cost-justification for the end-user development.
- ② Set up some standards for hardware & software used by end user development.



(c) What do you mean by ERP market? Explain

→ The ERP market is a fastest growing market, it has reached to double digit share in the competitive business industry. This market was started in early 1980's & struggled to cross many obstacle and reached to comfortable position at present. The ERP market continues to be benefit from a widespread acceptance of the idea that business must have integrated information system in order to be competitive. Market share of the ERP vendors has been rising every year. The following is a Table showing the market share of Top five vendors.

TABLE - MARKET SHARE OF TOP FIVE VENDORS IN THE WORLD

S.No.	Name of the Vendor	Revenue in Million	Market share (%)
1.	SAP	4726	28.7
2.	ORACLE APPLICATIONS	1674	10.2
3.	THE SAGE GROUP	1221	7.4
4.	MICROSOFT DYNAMICS	616	3.2
5.	SSA GLOBAL TECHNOLOGIES	464	2.8