Register No.: …………………………….   Name.: ………………………………………………………………

SAINTGITS COLLEGE OF ENGINEERING (AUTONOMOUS)

(AFFILIATED TO APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY, THIRUVANANTHAPURAM)

FIRST SEMESTER MBA DEGREE EXAMINATION (S), FEBRUARY 2023
(2021 Scheme)

Course Code :   **21MBA109**

Course Name: **Information Systems for Managers**

Max. Marks :   **60**   **Duration: 3 Hours**

PART A
(Answer all questions. Each question carries 2 marks)

1. Define Denial of Service Attacks.
2. What are Components of Information system?
3. Define Data Warehousing.
4. What is the difference between BPR and continuous improvement?
5. Define OLAP.

PART B
(Answer any 3 questions. Each question carries 10 marks)

6. Impact of IT on business? Explain how successful ecommerce companies use IT for creating strategic advantage.
7. Discuss the different types of Information System with its suitability to use it at different levels of organization.
8. Briefly describe about Data Visualization Systems, visualization techniques and dash boards?
9. Examine the challenges of Enterprise Systems Implementation
10. Define Block chain technology: how it works, features, business applications.

PART C
(Compulsory question, the question carries 20 marks)

11. At a restaurant, a new information system is installed to improve the performance of the main business activities. The system includes a main server holding the restaurant management application for sales and accounting. A back-office computer is used by the manager and handled devices, connected through WIFI technology to the server, are used by the waiters.

    Waiters take the order on their handled device, equipped with a point-of-sale software and touch screen to take the order as fast and accurate as possible. Once taken, the order is printed out directly in the kitchen and

recorded in the accounting system.

When closing a table, the waiter can automatically print the invoice on one of the three printers existing in the restaurant main floor. With this new system the customers are better served by delivering their orders and preparing the invoice quickly and with the minimum possibility of mistakes.
At the end of the day, the manager can print out a detailed report of all the invoices with the necessary details of the items ordered, the amount collected from customers, and a list of the purchases to be made according to the sales.
Waiters take the order on their handled device, equipped with a point-of-sale software and touch screen to take the order as fast and accurate as possible. Once taken, the order is printed out directly in the kitchen and recorded in the accounting system.

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At the end of the day, the manager can print out a detailed report of all the invoices with the necessary details of the items ordered, the amount collected from customers, and a list of the purchases to be made according to the sales.

a) Discuss the effectiveness of the particular type of information system (according to the management groups) is used in this case after identifying the same?

Marks (10M)

b) Evaluate the strategic business objective(s) that could be addressed by this system

Marks (10M)

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