

Time: 3 Hours

Total Marks: 80

N.B.:

1. Question No. 1 is compulsory.
2. Attempt any three questions from the remaining ones.
3. Support your answers with suitable diagrams wherever applicable.
4. Answers should be written in groups; mixing of sub-questions is not allowed.

Q1

- a) Describe the key advantages of implementing an ERP system. (5 Marks)
- b) Define Business Intelligence (BI) and explain the commonly used BI tools. (5 Marks)
- c) Explain the factors to consider when determining the IT infrastructure for an organization. (5 Marks)
- d) Discuss the major challenges faced in managing IT functions within an organization. (5 Marks)

Q2

- a) Discuss the various types of Decision Support Systems (DSS) and their importance in MIS. (10 Marks)
- b) Define Customer Relationship Management (CRM) and explain how it assists organizations in making effective decisions, with a suitable example. (10 Marks)

Q3

- a) Explain the process of Business Intelligence and discuss its advantages for organizations. (10 Marks)
- b) Define Supply Chain Management (SCM) and elaborate on the role of Information Management within SCM. (10 Marks)

Q4

- a) Describe the major components and objectives of a Management Information System. (10 Marks)
- b) What do you mean by Information Security Management? Explain its importance. (10 Marks)

Q5

- a) Discuss the significance of vendor management and outline the strategies for effective vendor management. (10 Marks)
- b) Explain how MIS contributes to enhancing the overall effectiveness of an organization. (10 Marks)

- Q6 a) Describe the different types of communication systems used in organizations. (10 Marks)
- b) Explain the various types of Information Systems and their roles in business operations. (10 Marks)
