

MMS-IT

Management Information
Systems

19/4/12

19-04-2012

MIS02

Roll No. _____

Total No. of Printed Pages:3

Total No. of Questions : 4

Maximum Marks :30

Duration (hrs.) :2

Section, if any :

Note :

Q1. Answer any two of the following:

(2 X 3 = 6)

- (a) What is difference between strategic and tactical information?
- (b) What is the purpose of DFD? Does it help in decision making?
- (c) What are the characteristics of DSS?

Q2 . We use structured and unstructured information for MIS. Justify the statement with example. (6)

Q3 . Identify the category (input, process, output) of the following data used for account payable system - (3)

Packing slip, assemblies disbursement, purchase order, printed batch total, prepare transaction file, batches of invoices, voucher record, account payable

Optimize IT Services with a Capacity Management Information System

A Capacity Management Information System or CMIS is a collection of IT infrastructure usage, capacity and performance information that has been gathered in a consistent manner and stored in one or more databases. It is the single book of record for all usage, capacity, and performance data, complete with associated business, application and service statistics.

Any IT staffer needing access to capacity management data can potentially use a CMIS.

IT service management processes frequently accessing CMIS data are:

- Capacity planning
- Performance management
- Service level management
- Help/Service desk
- Incident management
- Problem management
- Configuration management

The business value of a CMIS

More precise, comprehensive IT infrastructure usage and performance information will lead to fewer mistakes, lower costs and better informed business decisions. Capacity plans based on accurate and reliable data will result in fewer surprises and less firefighting later. Because it provides better accuracy and consistency of data, a CMIS is useful for spotting operational inefficiencies and discerning the right corrective action when needed. This all leads to better use of expensive assets and saves precious time.

A good CMIS is able to analyze IT resource usage in business terms, facilitating an analysis that takes into account the resources consumed by IT or business services. Doing so help IT and business management understand costs and business impact associated with a particular IT or business service. This can facilitate capacity planning that better optimizes IT for business results. The information can also help leaders understand where future bottlenecks in their business processes will occur, giving them precious time to make corrections before the business is impacted.

Charging business units for their actual usage of computing resources is just another way to ensure IT services are wisely used. With usage data broken down by IT or business service, business unit, or other business-relevant terms of your choice, CMIS data can feed your chargeback application. Since the data has been validated and screened, the business units can be assured that the allocation is accurate and equitable.

A CMIS can reduce down time, minimize bottlenecks, and increase availability. When failures occur, a CMIS can enable all involved support teams to look at the same accurate data with the same tools. Since the data can be analyzed in business-relevant terms, the support teams can more quickly understand impacts to the various parts of the business. This permits them to

better determine priorities and solutions to minimize impact to the business while more quickly restoring mission-critical IT services. Important business services are more quickly restored, improving service availability.

Questions :

- (a) What is data? Discuss the type of data used in designing MIS. (5)
- (b) Discuss the main features of CMIS and its impact on business. (10)