

MMS - II

MIS02

Management Information System.

18/4/19

Roll No.

Total No. of Printed Pages: 2

Total No. of Questions : 5

Maximum Marks : 30

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Duration (hrs.) : 2

Section , if any : Nil

Read the following instructions carefully:

- Q1. Is compulsory.
- Answer any two questions from the remaining questions i.e. 2,3,4,5.

Q1. Propose a system and list the characteristics for the following : (10)

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 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.

Questions -

- a) What is a reason for implementing IS ? (2 1/2)
- b) What benefits does IS bring to customers? (2 1/2)
- c) Investment in IS has potential to provide a competitive edge. Discuss the statement in the light of the case. (5)

Q2. Answer any two of the following : (10)

- a) Differentiate between Data capturing and Data storing . Explain with example.
- b) What are the characteristics of DSS?
- c) Discuss the nature and scope of 'Information System' in Business organization.

Q3. Answer any two of the following : (10)

- a) Differentiate between structure and unstructured information. Explain with example.
- b) Write a short note on 'Drill Down Approach'.
- c) What do you mean by evidence based decision?

Q4. Answer any two of the following : (10)

- a) Who benefits from big data?
- b) Discuss in detail the DFD symbols.
- c) Write a short note on KMS.

Q5. Prepare a database structure for any two of the following : (10)

- a) ERP is one of the management information system. Justify the statement.
- b) Describe tacit and explicit knowledge with the help of suitable example.
- c) What do you understand by business process modeling? Explain with example.