

School of Management and Business studies
Jamia Hamdard, New Delhi
BBA 3rd Semester Examination 2017-18
Management Information System (MIS)
BBA - C-11

Time Allowed: 3 hours

Maximum Marks: 75

Important Instructions:

- I. The question paper is divided in two sections A & B. Section A comprises of 9 questions, out of which 6 questions are to be answered, every question carries 5 marks and the total marks in this section is 30.
- II. Section B comprises of 6 questions, out of which 3 questions are to be answered, each carrying 15 marks and the total marks for this section is 45.
- III. All the questions require understanding and can be answered in his/her language.
- IV. Use of mobile, calculator and any electronic device is not allowed.

Section A

1. What is executive support System (ESS)? Explain in brief.
2. What does Enterprise system mean? Draw a diagram showing a traditional Enterprise System
3. Name three roles served by Information Systems.
4. "The role of MIS in an organization can be compared to the role of heart in the body". Explain.
5. What is business process? What are the characteristics of Business process
6. Write benefits of MIS in an organization.
7. Discuss E-BUSINESS, E-COMMERCE, and E- Communication.
8. What is Enterprise Resource Planning (ERP)?
9. Explain Order fulfillment Process.

Section B

1. Explain Supply Chain Management. How Information systems facilitate supply chain ~~and~~?
2. Explain Business Process Re-Engineering- Concept and benefits with an example.
3. What are the types of Information Support Systems for decision making? Explain each briefly.
4. Explain in brief the terms -Network Topologies, LAN, WAN, and TCP/IP.
5. Explain the types of Information Systems that support business operation.
6. Explain Knowledge Work Systems (KWS). Why Knowledge has become important in business?