

School Of Distance Learning

Programme: BBM/PGDBM/DMM/PGDMM/DFM/PGDFM/DHRM/PGDHRM/DITM/PGDITM
DBFM/PGDBFM/DSCM/PGDSCM

Academic Year: 2012-2013

Semester: I

Subject: Information system for **M**anagers

Course: New

Date: 6.1.2013 Time: 11:00a.m to 2:00p.m

Marks: 70

Note:

1. All questions are compulsory.
2. All sub questions carry equal marks.
3. Answer to each new question must be started on a fresh page.
4. Figure in brackets indicate full marks.

Q1. Answer any 2 from the following: (short notes) (10)

- a. SDLC phases
- b. DFD & data dictionary
- c. Unit testing
- d. Feasibility study.

Q2. Answer any 2 from the following: (10)

- a. Name the different types of disasters. Explain it.
- b. What are the benefits of data warehousing.
- c. What are the software requirement specification needs?
- d. What are the different types of feasibility study?
- e. Explain business Intelligence.

Q3. Answer any 3 from the following: (30)

- a. Differentiate CRM and e-CRM. Explain briefly.
- b. What steps shall be followed in case of virus attack?
- c. Explain the features of ERP. What are the reasons are there for the failure of ERP?
- d. Write short notes on: MIS, EIS, and DSS.
- e. Write enterprise collaboration tools.

Q4. Answer in detail: (20)

- a. Why is testing software important? What aspect is tested in acceptance testing?
- b. What is ICT? Explain the different stages in software development lifecycle.