

SVKM's NMIMS

School of Distance Learning

Programme: DBM/PGDBM/DMM/PGDMM/DFM/PGDFM/DHRM/PGDHRM/DITM/PGDITM

/DSCM/PGDSCM/DBFM/PGDBFM

Academic Year: 2011-2012

Semester I

Subject: Information Systems For Managers

Course: New

Date: 30.12.2011

Marks: 70

Time: 11.00 a.m to 2.00 p.m

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. Attempt any TWO out of any FOUR:

(Marks: 10)

- a) Differentiate between batch processing systems and real-time processing systems.
- b) What are the different categories of system maintenance?
- c) What are the problems that Supply Chain Management addresses?
- d) Define ICT and explain ICT Operations Management.

Q2. Write short notes on any TWO out of any FIVE:

(Marks: 10)

- a) Types of Memory
- b) Business Process Re-engineering
- c) Management Information System
- d) Electronic Data Interchange
- e) Feasibility Study

Q3. Attempt any THREE out of any FIVE:

(Marks: 30)

- a) What are the types of controls needed to improve security of an information system?
- b) Briefly explain Decision Support System. Enlist its characteristics and capabilities and mention its benefits.
- c) Explain how Customer Relationship Management helps an organization to grow. Support your answer with suitable examples.
- d) Distinguish between LAN, MAN and WAN.
- e) What are the general steps to follow while creating a Business Continuity Plan? Enlist the strategies that one must follow for data protection?

Q4. Answer in detail:

(Marks: 20)

- a) Describe Network Operating System and its types.
- b) Explain Disaster Recovery Planning. What are the general steps to be followed while creating a Disaster Recovery Plan?